

September 2, 2011

### Administrative News from Glen:

I always feel invigorated with the beginning of fall semester. The campus is at the height of its beauty. The students are excited for new adventures, opportunities, and learning; and I get excited too this time of year. Dr. Kelly Crane, our new Associate Director, started work Wednesday. I am excited for his arrival and delighted to begin working with Kelly. Duane, Kelly, and I met yesterday and made some decisions on assignments. Given the timing of the September *News Briefs* I decided to share them here.

Kelly Crane will serve as the Associate Director for and supervisor of the employees in the Northwest and West Extension areas. Duane Williams, Associate Director, will oversee Extension operations and supervise employees the Northeast, CNN, and Southeast Extension areas. Duane Williams will serve as administrative advisor and liaison to the Community Development Education and Nutrition & Food Safety state initiative teams. Kelly Crane will advise and liaise the Sustainable Management of Rangeland Resources and Profitable & Sustainable Agricultural Systems state initiative teams. I will continue to serve as the liaison to the 4-H Youth Development state initiative team. If you have any questions about these assignments, please give me a call or an email.

I hope you are getting rested and renewed following the fair season. I enjoyed the state fair events I attended and it was a great to catch up with some of you there.

The trustees approved the proposed University budget last week. If you haven't read about the proposed budget, an outline of the priorities of the request is available on the University website under UW News.

Safe Travels, Glen

### Staff Development/Federal Relations News from Susan:

#### Professional Development News

**EPIC 2011 – Mark your calendars and reserve November 1–4 (Tuesday – Friday), 2011 in Evanston.** The conference theme will be *Connecting People and Programs*. **Registration will be available soon.** The Extension Professional Improvement Conference is **for all CES employees, field educators, state specialists, Department Heads, CNP, and administrators.** The EPIC committee has exciting plans for this year's conference. Don't miss the opportunity to network with colleagues.

**CES New Employee Training will be held September 12–15, 2011 in Laramie. All new employees should block these dates.**

### Personnel News:

**Welcome Kathleen Lunde** who started September 1 in the Ag Business Office; she is assuming the position Shirley Augustin held. Kathleen has worked on campus for a number of years, most recently in Kinesiology and Health as an Office Associate Senior. Welcome to the College of Ag & Natural Resources and CES!

**Welcome to our new student assistants: Kylie Negich and Ashley Anglen.** Kylie is from Laramie and currently working towards a degree in Business Administration, she will be working with the Associate Directors. Ashley is from Mountain View and is studying Range Management; she will be working with the Federal Relations and Staff Development Coordinator.

**Weston County 4-H Educator, position #4145.** This position is based in Newcastle; this is a full time University Extension Educator, non-extended term track position. A bachelor's degree is required. Upon completion of master's degree, demonstrated excellent performance, and availability of funds, promotion to extended term track extension educator is possible. Close date for applications is September 2, 2011. Screening will begin next week.

**Northwest Area Extension Educator, Profitable and Sustainable Agriculture Systems, position #1180.** This position will be based in Washakie County, Worland, WY. This is an extended term track position. A master's degree is required with at least one degree in agronomy, crop science, plant sciences or cognate field. This position serves a five county area including Big Horn, Park, Hot Springs, Washakie, and Fremont Counties. In this position CES will be partnering with NRCS. The position closes **September 2, 2011.**

**Go Pokes!**  
Football season is here!

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**(cont'd) Staff Development/Federal Relations News:****Civil Rights Tip**

Remember ADA is part of civil rights. When advertising public programs in addition to our non-discrimination disclaimer, educators should be sure to let the public know CES provides accommodation if needed. Here are some examples:

- If you need assistance to participate in this program, please contact [name, phone number or TDD, e-mail] at least three days prior to the program.
- Program materials may be in other formats. Please let us know at least two weeks in advance by contacting [name, phone number or TDD, e-mail].
- Program materials (or informative brochures on this subject) are available on our Website at [URL].
- Algunos materiales son disponible en español (some materials are available in Spanish).

**Reporting Tip**

**Another Reminder! CES Fiscal Year 2011 On-Line reports** which gather data on time and contacts for October 1, 2010 – September 30, 2011 **need to be complete for ALL Extension Employees** (field educators and state specialists) **by October 7, 2011**. The system we use has to be manually rolled over to the new FY October 1 – to facilitate this, we are allowing employees a few days into October to complete these reports. I would encourage you to schedule time prior to the deadline to work on these reports. Remember – departmental support funds for specialists are tied to these reports.

**We still have some individuals who are reporting 0 contacts. You must scroll down after entering your time and program data to enter contacts. Contact data is used in a variety of reports, but is used for Civil Rights documentation for all employees. If you have questions, please contact Susan.**

**If you need help with how to do reports, contact Ronda Whitman in our C&T department, she will refer your call for help.**

**Customer Service Tip**

**Top 7 Telephone Tips – a refresher for all in CES!**

1. Greet your customer and tell them your name. "UW Extension, \_\_\_\_\_ County, this is Susan".
2. Find out your customer's name and use it during the phone call. There is no music sweeter to the ears than our own name!
3. Focus - filter out distractions and "stay in the zone". Make your client feel that you care by giving them your full attention.
4. Build rapport with the caller. It's easier to deal with customer problems or complaints if you keep it friendly.

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**Personnel News:**

The following open positions will be advertised in the fall.

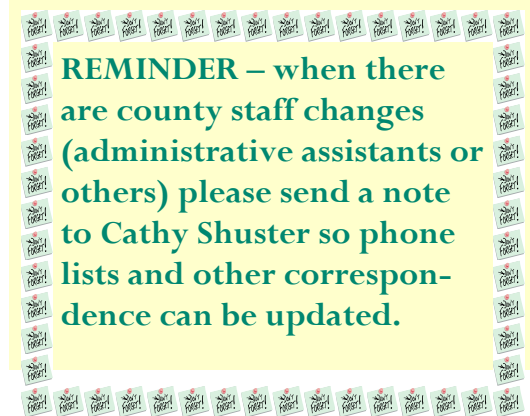
**CNN Area Community Development Education Educator, position #0286.**

This position will be based in Natrona County, Casper, WY. This is an extended term track position.

**Northwest Area Extension Educator, NFS or CDE – this position is based in Fremont County.** This is an extended term track Extension Educator.

**West Area Extension Educator, SMRR – this position will be based in Sublette County.** This is an extended term track Extension Educator position.

**CNN Area Extension Educator, PSAS or SMRR – this position will be based in Natrona County.** This is an extended term track Extension Educator position.



**REMINDER – when there are county staff changes (administrative assistants or others) please send a note to Cathy Shuster so phone lists and other correspondence can be updated.**

**2011  
E.S.C.A.P.E.  
Conference**

“Harvest of Health”

September 19th—22nd

Sheridan Center Best Western

612 North Main Street

Sheridan, WY

Registration begins @ 5:00 pm,

September 19th

**(cont'd) Staff Development/Federal Relations News:**

5. Smile - it may sound like a cliché but it really does work. Try it next time you deal with a telephone call (at the very least it will make you feel better!).

6. Use voice mirroring if you can. This is a technique that takes a little practice. Mirroring your customer's tone, pace and even phrases can be used to powerful effect. Mirror the customer's "I want it urgently" with your "I will send it quickly".

7. Briefly summarize the phone call before hanging up and make sure you are on the same page. Leave your customer with a positive impression - after all, it's the last thing she or he will remember about you.

Follow these customer service phone tips and you will soon master the art of excellent telephone customer service.

**ET&P Update from Marie:****ET&P Note to Those Educators  
Up for Action This Year:**

Since everyone will be in Evanston November 1, 2011...in order to save you all postage for your **original** ET&P packets, please take your **original ET&P packets** to Evanston with you. The CES Administrators will bring your packets back to campus and deliver them to Marie Hanson. You will still keep your **packet copies** to be distributed among your colleagues in your peer region, as in the past.

**Retirement News**

**Congratulations to Randy Anderson, Website Designer** in our Communications and Technology Department.

Randy will retire September 2, 2011 after 33 years with CES. Randy started his career in Carbon County as the Agriculture Agent in 1978. In 1985 he moved to the state office as media specialist.

Randy has held several positions within our communications department, most recently as Web Designer and Developer. We appreciate all of his contributions to CES and the College. Randy will return in October, working part time for a year. Congratulations! There will be a retirement party for Randy, September 8th from 2:00-4:00 in room 137 in the College of Ag & Natural Resources. Please join us for this celebration!

We wish Randy and his wife Betsy, all the best as he enters this new phase in his life.



**Farewell and Best Wishes to Shirley Augustin, Accounting Associate Senior** in the Ag Business Office. Shirley is retiring today, September 2, 2011. She began her position in the College of Ag on September 2, 1996. Shirley handles accounts for Cent\$ible Nutrition, The Wind River Indian Reservation, and AgrAbility programs. We appreciate all of her work with CES and thank her for her years of service. Shirley's retirement party is scheduled for today from 2:00-4:00, room 137 in the College of Ag & Natural Resources. Best Wishes in retirement Shirley.



**Labor  
Day  
Holiday  
offices  
closed  
Monday,  
September  
5th  
Have a safe  
and  
enjoyable  
week-end!**