Staff Development Week

STARS! – Staff Training Assures Reaching Success!

Plans are underway for Colgate’s first Staff Development Week which will be held from January 8 – January 12, 2007. PAC reps, Deb Bordelon, Colleen Nassimos, and Lori Stone have been working with HR staff on the program. We have received many terrific proposals for sessions from Colgate staff and faculty and are in the process of developing a schedule of events. In the meantime, I thought I would highlight our 3 keynote presentations which will be spread throughout the week:

Warm Up the Workplace - Frank Pastizzo Presentations
Tuesday, January 9, 9:00 – 11:00 a.m.
Frank was highly recommended by members of the Bookstore staff who saw his presentation at a professional conference. The Warm Up the Workplace website describes his unique presentation style:

Through an eclectic mix of music, comedy and poignant storytelling, Frank Pastizzo forges a connection with his audience, embracing the values of tolerance, empathy and acceptance. Seeing the workplace as an extension of our lives, where we spend the majority of our time, Frank inspires and teaches us how to bring those qualities we hold most ideal in our family lives, into our workplace. Through the modeling and practice of his C.H.E.R.I.S.H.® (Connect, Humanize, Emote, Recognize, Illegalize Snapping, Harmonize), he teaches participants to attain an environment where we feel a sense of loyalty and trust, and it shows. The result is an establishment where employers, employees, customers and students feel a sense of belonging, direction and comfort.

Great Customer Connections – Rich Gallagher
Using Simple Psychology to Create Excellent Service
Thursday, January 11, 10:00 – 11:30 a.m.
This humorous and interactive talk will teach you simple communications techniques, based on known principles of behavioral psychology, which dramatically change your interactions with customers. Author Rich Gallagher, a nationally known expert on workplace communications skills, will teach you:

• How to connect with anyone in 30 seconds or less.
• How to successfully deliver any kind of message to a customer.
• How to permanently banish the word "no" from your vocabulary - really!
How to defuse angry customers, talkative people and others. Rich’s techniques will help you become supremely confident in any customer situation-using a proven step-by-step approach that has produced near-perfect customer satisfaction levels, near-zero
Spammers, beware!
Imagine actually responding to one of “those” messages appearing in your e-mail Inbox:

“Sure! I will give you all of my personal financial information and trust you to keep it confidential.”

“I couldn’t possibly live without one of your name brand (but bargain-priced) watches.”

“Certainly I want to enhance my appearance in some way.”

Today’s message about Spam is this: It’s not a computer/internet problem; it’s a human one. Once we stop falling for the vendors’ false advertising, they’ll stop harassing us with unsolicited e-mail offers. Until then, we have to find ways of coping with Spam. Here are three suggestions:

1. Never respond to an e-mail claim to “Remove me from this list.” What that does is confirm the legitimacy of your address to the Spammer, and your Spam will increase.

2. Be aware of the ITS Barracuda (our Spam device), and how it works. Most Spam filtering systems use blacklists, where mail from a certain list of e-mail addresses (or matching a certain list of text patterns) is rejected or otherwise filtered. This is how the ITS Barracuda device is programmed. E-mail from blacklisted sites is blocked from delivery to Inboxes on our system. [If e-mail you expect to receive is not being delivered, contact the Helpline.]

   The Barracuda offers a second level of protection, too: the [BULK] tag. E-mail marked with this tag indicates that keywords and phrases within the mail message triggered the Barracuda to mark it as potential junk mail, and place it in the user’s “junk e-mail” folder. A simple review of your junk e-mail folder will help you determine whether or not it really is. You then have the freedom to remove or retain the message.

3. Use your e-mail’s filters to help manage the messages you permit to be delivered to your Inbox. If you use the Outlook client, it’s a very straightforward process. Here’s an excerpt from Outlook 2003’s online help:
   a. On the Tools menu, click Options.
   b. On the Preferences tab, under E-mail, click Junk E-mail.
   c. Select the protection level that you want.

   • **High** If you receive a large volume of junk e-mail messages, you should select this option. However, you should periodically review the messages moved to your Junk E-mail folder, because some wanted messages may be moved there as well.

   • **Safe Lists Only** Any e-mail messages sent from someone not on your Safe Senders List or sent to a mailing list not on the Safe Recipients List will be treated as junk e-mail messages. (Click on the tab to create your own list of “Safe Senders” or “Safe Recipients.” You will find these tabs under Junk E-mail.)

Our dual strategy of blocking and tagging messages does the job of protecting the community without completely controlling message delivery. The added benefit of user-specified junk e-mail filters provides even more protection.

Here is our Happy Holidays card to you!

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**TIPS & TRICKS**

**In Our Own Time**

submitted by Colleen Nassimos

Colgate’s first “In Our Own Time” Benefit Art & Craft Sale was held on Saturday, November 18th from 11 a.m. - 4 p.m. in the Large Events Room at the Bookstore. The sale was sponsored by Human Resources and PAC (committee members were Letta Palmer, Lori Stone and Colleen Nassimos). All table fees and donations from the event were donated to Community Action Partnership’s Food Pantry. While we had hoped for more vendors, those who participated provided a nice variety of items available. This year’s vendors were: Lori Stone, Jane Hough, Deb Barnes, Diane Beach, Tina Pudney, Barbara Jo Keats, Pat Kane, Barbara Bachman, and Reyna Stagnaro. A big thank you to all of you for giving this new venture a try! Discussions are already underway to make this opportunity available to more of us in the future. Now that the initial kinks have been worked out, we are hoping to make this an annual event and welcome anyone who is interested in getting involved in the event planning to contact cnassimos. We know there are many talented artists and crafts people walking among us and we would like to learn about all of you!
to turnover and substantially improved morale for customer contact organizations worldwide. Bring your own toughest customer situations, and prepare to see them in a whole new light!

Conquering Adversity – Chris Novak  
Friday, January 12, 10:00 – 11:30 a.m.  
In 1998, a personal tragedy had a profound impact on Chris and on his life. His website describes his keynote in the following way:

Conquering Adversity is about discovering the hero we all have inside. It is an inspiring roadmap to help us navigate the storms of our life - personal and/or professional - and an unforgettable reminder that we are stronger than any challenge.

Participants will leave Conquering Adversity with a renewed feeling of self-empowerment, a deep sense of personal discovery and the motivation to make active, positive changes in their personal and professional lives to maximize their effectiveness in each. This is an unforgettable experience.

These sessions will be open to all Colgate staff. Other sessions will be geared toward support staff. Watch for more information in the next few weeks!  
—Submitted by Amy Diamond Barnes

Quote of the Month

“Even if you’re on the right track, you’ll get run over if you just sit there.”  
—Will Rogers  
American cowboy humorist (1879-1935)

To the Colgate community --

We would like to thank everyone for your kindness and support given to our family following the death of our father/grandfather. We are overwhelmed and feel so lucky to be part of such a caring community.

RuthAnn and Jim Loveless  
Doug and Alice Speer  
Dave and Darcie Loveless

We would like to thank you for your thoughts and prayers at the loss of our mother, Laura Beach. It is very much appreciated.

Bill Beach and Family

Important Information about Job Postings

Our on-line applicant tracking system, Careers @ Colgate, has allowed us to expedite and automate our recruitment and selection process. As a final step in the implementation process, effective January 1, 2007, we will no longer distribute paper Notices of Vacancies. Instead, you can visit our website at https://careers.colgate.edu to find information about available positions. Due to technical issues, this link is not currently available on the portal, however we expect it to be available shortly. [Note: Bargaining Unit positions will continue to be handled in accordance with the Collective Bargaining Agreement]

Courtesy rules for cubicle co-workers

Teammates working in cubicles or open offices need to be aware of one another’s space, even if there aren’t four walls and a door marking each worker’s area. Pass along these guidelines for respecting others’ space:

• Don’t barge in. Before stepping into a teammate’s workspace, knock gently on the side of the entrance. That lets teammates signal whether they have time to chat.

• Use your “library” voice. Talk softly to avoid disturbing others, and don’t use your speakerphone unless absolutely necessary. If you need to participate in a conference call, seek an enclosed space.

• Don’t be an open book. Avoid lengthy personal conversations when teammates are in earshot. The play-by-play description of last night’s playoff game or hot date is best discussed after work.

• Turn down the volume. Wear headphones if you listen to music. Likewise, set your cell phone on quiet mode, especially if you have a trendy ring tone.

• Display good “scents.” Keep teammates’ noses in mind, and leave strong cologne and pungent foods outside the office.

NEW HIRES

Khatera Abdulwali ’03 accepted the position of assistant director, CSLI effective December 4. She enjoys cooking and spending time with friends.

Brigette L. Carhart accepted the position of general merchandise clerk, Bookstore, effective December 6. She was previously employed at the C-Store. Brigette enjoys snowmobiling, crafts, hunting and spending time with her nephews and nieces.

Ainslie Ellis ’00 accepted the position of leadership gifts officer, annual fund effective December 4. She was previously employed as a buyer with Talbots, Inc.; prior to that as an associate product line manager with Converse Inc., and buyer at Abercrombie & Fitch. Ainslie enjoys tennis, cooking, skiing, sports and athletics. Ainslie is married to Nick Kagey.

Bruce M. Moseley accepted the position of assistant director, corporate, foundation & government relations effective December 6. He was previously employed as an associate director of corporate, foundation & government relations at Syracuse Stage; prior to that executive director at Oneida Community Mansion House. Bruce is married to Leigh Yardley who is an artist and adjunct faculty at Morrisville State College. He enjoys photography and the renovation of 1860s vintage house.

Starr Reed accepted the position of custodian effective November 27. She was previously employed at Morrisville State College. She lives in Bovkville with husband, Mark, and daughter Emma, 15. Starr loves spending time with her family.

Kelly Snyder accepted the position of senior administrative assistant, administrative services effective November 27. She was previously employed as an executive assistant for Excellus Blue Cross Blue Shield. Kelly received her associates degree from Morrisville State College. She is a board member of the Madison Central School and she enjoys softball. Kelly and husband, Trevor, have three children, Ethan, 6; Logan, 9; and Ryan, 15.

HOLIDAY CLOSINGS

THE FOLLOWING OFFICES WILL BE CLOSED

Center for Learning, Teaching and Research (also closed Dec. 22)
CLSI
Counseling & Psychological Services
COVE
Dean of the Faculty Offices
Human Resources
Purchasing

Case and Cooley Library
December 18 - 22: 8 a.m. - 5 p.m.
Closed December 23 - January 1

POSITION VACANCIES

Administrative Assistant, Bookstore
Administrative Coordinator, Service Learning Initiatives (p/t - no benefits)
Alumni Records Assistant
Athletics Event Staff (p/t - no benefits)
Barge Customer Associate/Cashier (p/t, no benefits)
Career Services Coordinator
Campus Safety Dispatcher/Officer (p/t)
Case Library Circulation Staff Assistant (p/t—benefits)
Curator, Picker Art Gallery
Custodian, 2 positions
Director of International Programs
Director of Residential Life
Risk Management & Endowment Coordinator
Shipping & Receiving Coordinator
Student Records Assistant, Registrar
Supervisor, Coffee House -nights/weekends
Technology Support Analyst

For complete details on how to apply visit:  https://careers.colgate.edu

COLGATE UNIVERSITY IS AN EO/AAE
Developing and sustaining a diverse faculty and staff to further the University’s educational mission.

SELL & SWAP


Quick Tip

Tell people what you do want, rather than what you don't want. You'll be more likely to get the response you desire. Example: Instead of saying, “Joan, please stop interrupting me,” say “Joan, please let me finish expressing my thoughts before you speak. I promise I’ll give you plenty of time to talk.”

—Adapted from www.writingthatworks.com