



MSAOP News Notes

July 2010 Issue

Editor: Kelli Greene



Mr. Archie Tucker appointed as Sponsor

The Mid South Area Council for Office Professionals is pleased to welcome Mr. Archie Tucker as our sponsor. Mr. Tucker, Deputy Area Director, was appointed to replace Dr. Deborah Brennan who has moved to the South Atlantic Area. Mr. Tucker quickly took an active

role in council activities and participated in the recent annual meeting in Jackson, TN. We welcome Mr. Tucker and look forward to working with him.

Welcome Mr. Tucker!

Mid South Area Council for Office Professionals (MSACOP) Annual Meeting, Jackson, TN



The Mid South Area Council for Office Professionals held its Annual Meeting, May 12 & 13, 2010 in Jackson, TN, at the West Tennessee Research and Extension Center (WTREC).

This facility houses the Crop Genetics Research Unit with Dr. Prakash Arelli as the Lead Scientist. The Council was welcomed by Dr. Alemu Mengistu, 1 of 3 Crop Genetics scientists located in Jackson. ARS leases the building from the WTREC where Dr. Mengistu is working with soybean cyst nematodes. We were able to tour his lab and see an individual actually harvesting the cysts. Lisa Fritz, Agricultural Research Technician for Dr. Arelli, also provided us with a tour and background of their research.

Mr. Archie Tucker, MSACOP Sponsor, attended his first meeting with the Council members. He took this opportunity to share his vision and direction that he would like to see the

Council take the Office Professionals of the Mid South Area.

Some of the items discussed were the Charter and the goals for 2009 that were accomplished. One goal that the Council has already seen progress on has been the training of Office Professionals (OP's) utilizing web cast. Not only have the OP's been participating but we have had a number of scientific staff participate. Another goal was to have the new Council members attend the SY Training that is held yearly. Permission was given for the new Council members to attend each year.

Dr. Bob Hayes, Director of WTREC, welcomed the group and shared some interesting facts about the location. The property is made up of 647 acres with 18 types of soil which makes it a perfect place for research. The bottom land floods and caused a loss of ~\$125,000 per year so after the hurricane damage in 2002 they planted 52,000 trees. By doing this they were able to curtail losses from crops that were being destroyed by flooding from the creek adjoining the property. Last year they were able to start thinning the trees which was a source of revenue.

Timing of our visit came on the heels of flooding in Tennessee. We saw large washouts, flooded neighborhoods, and

read about other damage in the town. There were fields that were still wet near the drainage ditches but the standing water was gone. The sand from the creek had made dunes in the bottom land. According to Dr. Hayes, one dune was noted to be approximately 4' x 150'. As we drove by the creek, sand was visibly piled high on each bank.

The grounds were landscaped with a variety of plants and artwork which was created from used items such as saw blades, bicycles, bicycle wheels, bed springs, a child's wagon, barbed wire, and other interesting items.

The facility was a great setting for a productive meeting. The MSACOP would like to thank Dr. Lawrence Young, Research Leader for the Crop Genetics Research Unit, and the West Tennessee Research and Extension Center for allowing us to use their facility for the meeting. We were able to accomplish our goals and press forward with aggressive plans for the coming year.

Submitted by: Lynda Taylor and Kelli Greene

Additional pictures on Page 8

PLEASANT ATTITUDE IN THE WORK PLACE

Submitted by: Linda Fulton



As office professionals, we are the first point of contact for customers (both internal and external), thus the importance to be pleasant and project a “can do attitude”. At times it may seem we are taken advantage of (and sometimes this is true). But, in actuality, there is little we can do to change this normality. Therefore, a smile can go a long way to project your attitude, and make you and the customer feel good.

I often forget that I know more about the regulations, forms, and how to get things processed than the individual that is potentially annoying me with questions (even though he/she is asking the same question they asked 6 months ago). Administrative processes are much more commonplace to office professionals than to other individuals.

In my opinion, a pleasant attitude, along with proper guidance to employees, establishes our knowledge, intelligence, and insight which promotes confidence within our individual organizations. Office professionals set the tone for the office, thereby having a great impact on the Agency as a whole.

As mentioned earlier, a “can do attitude” is paramount for office professionals to endorse. And, sometimes “it” might not be possible, but to project an attitude of “giving it your best shot” goes a long way in earning respect and trust.



The bottom line is, it is important to enable research scientists to provide viable research results for their CRIS projects. With our help and expertise in administrative matters, we help provide the time they need to focus on research. We certainly can not conduct research, but we contribute to the Agency with much needed administrative and organizational skills which facilitates the research.

Quick Hands-On Stress Relief

Submitted by: Marlene Coley

Got a minute? Get a massage – a self-massage, that is. These moves that really work can help relieve tension around your head, neck, shoulders and hands:



The Scalp Soother: Place thumbs behind your ears and spread your fingers on top of your head. Move your scalp back and forth slightly by making circles with your fingertips for 15-20 seconds.



The Eye Easer: Close your eyes and place your right fingers directly under your eyebrows, near the bridge of your nose. Slowly increase pressure for 5 seconds, then gently release. Repeat 2-3 times.



The Shoulder Saver: Place your left hand on the right side of your neck by your shoulder. Press fingers firmly into the muscle while tucking your chin in toward your chest. Hold this position for 10 seconds, release, and then repeat on the left side.



The Palm Pleaser: Lace your fingers together, leaving thumbs free. Slowly knead your left thumb into your right palm for 20-30 seconds. Repeat with your right thumb into your left palm.



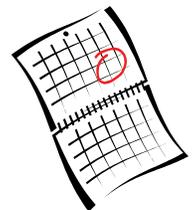
Web Cast Training a Success!!

On June 22, 2010, MSAOP hosted another web cast training session. “Excelling in Excel” was presented by Linda Ballard, Bioinformaticist, with the Genomics and Bioinformatics Research Unit, Stoneville, MS. There were a total of 96 attendees from 11 MSA locations that participated. The locations that participated were: Auburn, Alabama; Baton Rouge, Louisiana; Bowling Green, Kentucky; Jackson, Tennessee; Houma, Louisiana; Lexington, Kentucky; Mississippi State, Mississippi; New Orleans, Louisiana; Oxford, Mississippi; Poplarville, Mississippi; and Stoneville, Mississippi. Not only were there 38 Office Professionals trained but 25 SY’s joined in as well as 33 other personnel (to include CAT 3 Scientists, Technicians, IT, etc.). We also had 4 Research Leaders joining the training.

Thank you to everyone that joined in on the training and we hope you found it beneficial and helpful!

Mark your calendars! Next web cast training will be on Tuesday, August 24, 2010, 1:30 to 2:30 pm. Join us and learn about Acrobat 9.0. Lucienne Savell, Program Support Assistant/OA, National Sedimentation

Laboratory, Watershed Physical Processes Research Unit will be our instructor for this web cast.



Professional Presence

Submitted by: Dawn Reed



Professional presence is the ability to project a sense of poise or self-assurance in the workplace.

Professional presence enables you to act in any situation with a clear advantage, without making other people feel uncomfortable.

Professional presence is comprised of all the resources you have to influence others.

Professional presence is a mature recognition that tact and diplomacy go hand in-hand and that far more can be negotiated than forced.

Professional presence is the way you present yourself in the workplace that creates power, credibility, and a sense of competence.

Professional presence affects your promotability, your effectiveness as a leader, your effectiveness with coworkers, and how management perceives you.

Tact is defined as a keen sense of what to say or do to avoid giving offense; a knowledge of what is appropriate and tasteful.

Diplomacy is the skill of managing negotiations and handling people so that little or no ill will results.

Remember: Any time you violate the expectations of the dress code in your occupation or the degree of formality at a public ceremony or event, you assume risks. With those risks may come consequences, not the least of which may be a negative first impression.

How Professional Are You?

Submitted by: Lynda Taylor



Basically, the core of professionalism has to do more with who you are than with what you do. Professionals tend to stand out among the crowd. They carry themselves more confidently, and are therefore more poised and purposeful in their actions. In essence, their positive attitude is showing and it doesn't take long for others to notice.

Key characteristics to watch for and ways to change them are:

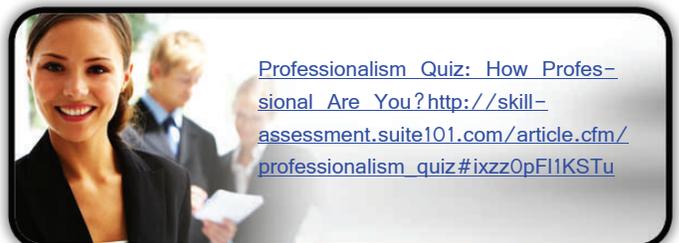
- **Negative attitude:** Dressing or behaving badly, and thinking that no one will notice, is a sure sign that people will notice – and think badly of you. Your attitude colors everything you do. Pay attention to how you dress and how you treat other people. It does make a difference.
- **Unprofessional body language:** 1) Yawning with your mouth wide open, showing the world your molars isn't professional. Cover your mouth.; and 2) Chewing gum advertises you as unprofessional. It's distracting to see someone chomping away at a piece of gum while they are talking to a client or in a meeting. If you chew gum while driving to an appointment, get rid of it before your meeting.
- **Excessive fragrance:** Too much perfume or aftershave lotion is distracting and can aggravate allergies in some people. Be clean and fresh, but keep your fragrance to a minimum. People should not smell your fragrance unless they are hugging you. If they smell you across the room, you've overdone it.

- **Unkempt fingernails:** Women with inch-long fingernails, as well as unusual colors of polish, are not taken seriously. Anyone with ragged, or unkempt nails makes a poor impression. Did you know that people notice hands right after they notice faces? Keep your nails trimmed and clean. For women, a clear polish or French manicure looks classy and professional.

Check your grooming. Make sure your hair is clean and has a style that suits you. Check that your fingernails are filed, with no jagged edges. Check for stale breath and 5-o'clock shadows. Sometimes we don't realize that we look less than fresh after lunch when we may be heading to a meeting.

Your business image is your visual resume. It's important to invest in it.

Do you act professionally on the job? To succeed in business, acting professional is a must. Take this quiz to see how you demonstrate professionalism at work.



[Professionalism Quiz: How Professional Are You?http://skill-assessment.suite101.com/article.cfm/professionalism_quiz#ixzzOpF11KSTu](http://skill-assessment.suite101.com/article.cfm/professionalism_quiz#ixzzOpF11KSTu)



**MID SOUTH AREA
COUNCIL OF OFFICE
PROFESSIONALS**

The **Mission** of the MSACOP is to provide a resource for the Area Director’s Office and all levels of management for matters relating to office professionals.

The **Goal** of the Council is to enhance office professions through training, networking, mentoring, and recognition of office support employees. It is the desire of the Council to work with all levels of management to assure that office support staff are highly skilled and motivated professionals and to assure that the clerical and administrative needs of the Mid South Area and ARS are met.



Back Row (L) : Archie Tucker, Kelli Greene, Virginia Kelley, Linda Fulton, Marlene Coley, Drusilla Fratesi

Front row (L) : Ginger Carden, Tammy Dorman, Dawn Reed, Lynda Taylor

We’re on the web:
<http://www.ars.usda.gov/msa/msacop>

WELCOME

Look Who is New to the Mid South Area!



In April, the Crop Genetics Research Unit welcomed Mrs. Gena Pancake as the new Office Automation Clerk for the worksite in Jackson, Tennessee. Gena is originally from Clarksburg, Tennessee. Gena served actively in the Air Force for seven years. After serving in the Air Force, she worked for the University of Maryland, first as an Administrative Assistant and then an Events Coordinator. Upon her husband’s retirement in 2009, Gena and her family returned to the United States. They had been living in Germany for 8 years while her husband served in the Air Force and she worked as a secretary with the Air Force.

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Submitted by: Virginia Kelley



SPOTLIGHT ON:



This edition of News Notes shines the spotlight on Mrs. Patricia Brown, Office Automation Assistant for the Location Support Office, serving the National Soils Dynamic Laboratory and the Aquatic Animal Health Research Laboratory on the campus of Auburn University.

Tricia started her career with the USDA in November 2007. Her primary responsibility is the GovTrip

Program. Prior to her employment with the USDA, ARS, Tricia worked with her husband (the late Frank J. Brown, M.D.) of 28 years and only child, Fair Elizabeth Brown Tackett, in a general medical and psychiatric practice for the indigent and underinsured in Georgia for about five years. Tricia taught World Literature and Writing for two years when her daughter entered high school. She has a diverse work experience in real estate, insurance, and executive recruiting; however, she says she has spent most of her married life as a housewife and mother. Tricia wrote a review of a scholarly article entitled: “Toxins of Cyanobacteria” that was published in *Topics in Psychiatry and Pharmacology*, a State of Georgia publication. Addi-

tionally, she has served in a number of civic organizations. She is an elder in the Presbyterian Church, USA.

Tricia received her B.S. degree in English, Secondary Education, at Auburn University and her M.P.A. from Georgia College and State University. Tricia is a veteran of the USAF and served in the Middle East. She has two granddaughters: Taylor Marie (soon to be three) and Jordan Elizabeth (soon to be seven months). Her son-in-law, Dennis Tackett, is currently on his third deployment, serving in Iraq for the second time.

Submitted by:
Tammy Dorman



Stress at Work

Submitted by: Althea Hunt



How to Reduce and Manage Job and Workplace Stress:

In this difficult economy, you may find it harder than ever to cope with

challenges on the job. Both the stress we take with us when we go to work and the stress that awaits us on the job are on the rise – and employers, managers, and workers all feel the added pressure. While some stress is a normal part of life, excessive stress interferes with your productivity and reduces your physical and emotional health, so it's important to find ways to keep it under control. Fortunately, there is a lot that you can do to manage and reduce stress at work.

For workers everywhere, the troubled economy may feel like an emotional roller coaster. "Layoffs" and "budget cuts" have become bywords in the workplace, and the result is increased fear, uncertainty, and higher levels of stress. Since job and workplace stress grow in times of economic crisis, it's important to learn new and better ways of coping with the pressure. The ability to manage stress in the workplace can make the difference between success or failure on the job. Your emotions are contagious, and stress has an impact on the quality of your interactions with others. The better you are at managing your own stress, the more you'll positively affect those around you and the less other people's stress will negatively affect you.

When people feel overwhelmed, they lose confidence and become irritable or withdrawn, making them less productive and effective and their work less rewarding. If the warning signs of work stress go unattended, they can lead to bigger problems. Beyond interfering with job performance and satisfaction, chronic or intense stress can also lead to physical and emotional health problems.

Signs and symptoms of excessive job and workplace stress

- ☞ Feeling anxious, irritable, or depressed
- ☞ Apathy, loss of interest in work
- ☞ Problems sleeping
- ☞ Fatigue
- ☞ Trouble concentrating
- ☞ Muscle tension or headaches

- ☞ Stomach problems
- ☞ Social withdrawal
- ☞ Loss of sex drive
- ☞ Using alcohol or drugs to cope

When stress on the job is interfering with your ability to work, care for yourself, or manage your personal life, it's time to take action. Start by paying attention to your physical and emotional health. When your own needs are taken care of, you're stronger and more resilient to stress. The better you feel, the better equipped you'll be to manage work stress without becoming overwhelmed.

Taking care of yourself doesn't require a total lifestyle overhaul. Even small things can lift your mood, increase your energy, and make you feel like you're back in the driver's seat. Take things one step at a time, and as you make more positive lifestyle choices, you'll soon see a noticeable difference in your stress level, both at home and at work.

- ☺ Aerobic exercise –perspiring -is an effective anti-anxiety treatment lifting mood, increasing energy, sharpening focus and relaxing mind and body. For maximum stress relief, try to get at least 30 minutes of heart pounding activity on most days but activity can be broken up into two or three short segments.
- ☺ Eating small but frequent meals throughout the day maintains an even level of blood sugar in your body. Low blood sugar makes you feel anxious and irritable. On the other hand, eating too much can make you lethargic.
- ☺ Alcohol temporarily reduces anxiety and worry, but too much can cause anxiety as it wears off. Drinking to relieve job stress can also start you on a path to alcohol abuse and dependence. Similarly, smoking when you're feeling stressed and overwhelmed may seem calming, but nicotine is a powerful stimulant – leading to higher, not lower, levels of anxiety.
- ☺ Stress and worry can cause insomnia. But lack of sleep also leaves you vulnerable to stress. When you're sleep deprived, your ability to handle stress is compromised. When you're well-rested, it's much easier to keep your emotional balance, a key factor in coping with job and workplace stress.

When job and workplace stress surrounds you, you can't ignore it. There are simple steps you can take to regain control over yourself and the situation. Your growing

sense of self-control will also be perceived by others as the strength it is, leading to better relationships at work. Here are some suggestions for reducing job stress by prioritizing and organizing your responsibilities.

☺ **Create a balanced schedule.** Analyze your schedule, responsibilities, and daily tasks. All work and no play is a recipe for burnout. Try to find a balance between work and family life, social activities and solitary pursuits, daily responsibilities and downtime.

☺ **Don't over-commit yourself.** Avoid scheduling things back-to-back or trying to fit too much into one day. All too often, we underestimate how long things will take. If you've got too much on your plate, distinguish between the "shoulds" and the "musts." Drop tasks that aren't truly necessary to the bottom of the list or eliminate them entirely.

☺ **Try to leave earlier in the morning.** Even 10-15 minutes can make the difference between frantically rushing to your desk and having time to ease into your day. Don't add to your stress levels by running late.

☺ **Plan regular breaks.** Make sure to take short breaks throughout the day to sit back and clear your mind. Also try to get away from your desk for lunch. Stepping away from work to briefly relax and recharge will help you be more, not less, productive.

Task management tips for reducing job stress:

☺ **Prioritize tasks.** Make a list of tasks you have to do, and tackle them in order of importance. Do the high-priority items first. If you have something particularly unpleasant to do, get it over with early. The rest of your day will be more pleasant as a result.

☺ **Break projects into small steps.** If a large project seems overwhelming, make a step-by-step plan. Focus on one manageable step at a time, rather than taking on everything at once.

☺ **Delegate responsibility.** You don't have to do it all yourself, whether at home, school, or on the job. If other people can take care of the task, why not let them? Let go of the desire to control or oversee every little step. You'll be letting go of unnecessary stress in the process.



THE DISTRACTION HAS GONE OFF ROAD.

Provided by: Sheila Parker

Drivers aren't the only ones to be distracted. Pedestrians are too.

A recent *New York Times* article put the spotlight on distracted walking, a phenomenon that describes how pedestrians meet accidents while and because they are engrossed with their electronic devices.

Distracted walking is less prominent than distracted driving, but it has already sent just over 1,000 pedestrians to emergency rooms for, among other things, concussions, fractured bones and sprains.

The number of injured may be even higher, since many of the injured do not need to go to the hospital for treatment, says

Jack Nasar, professor of city and regional planning at Ohio State

Research has been done on distracted walking. At Western Washington University, a psychology professor, Ira Hyman, had a student dress as a clown and ride a unicycle around the campus square. Nearly 50 percent of those walking by themselves said they saw the clown. The number slightly increased for those who were walking with somebody, yet only 25 percent of those using a phone said they saw the clown.

The figures suggested that having a conversation with someone present is different from a talk with someone on a cell phone.

Adam Gazzaley, a neuroscientist from the University of California, San Francisco offered an explanation in the *New York Times* story – talking on the cell phone "taxes not just auditory resources in the brain but also visual functions."

[See the full article.](#)



ORGANIZE YOUR WORKSPACE

Submitted by: Tammy Dorman

Desktop

Keep essentials only on your desktop. Essentials are: computer, telephone, project file bin, lamp, note paper, stapler, and what you're working on right now.

Make sure your telephone is easy to answer and comfortable to use when talking and taking notes. If not, move it. Use a speaker phone or headset for long conversations.

Put supplies in a supply drawer in easy reach of your desk.

Put photos and calendars on your wall, not your desktop.

Supplies

If your desk doesn't have a drawer for supplies, consider a rolling file you can place under your desk when not needed. Get one with at least two supply drawers. You'll get more supply storage and new surface space for project files, a printer, or your phone.

Use a desk drawer organizer inside each supply drawer. Separate supply items into separate sections.

Consider a cabinet, closet, or tower for supplies like file folders, envelopes, and labels. Group like things together and label the containers.

Use magazine boxes for large envelopes, catalogs, 3-ring binder dividers. Clear plastic boxes are good for extra rubber bands, staples, etc. Label all containers.

Workspace

Keep your wastebasket in easy reach. Use one that's large enough for a week's worth of trash. Line it with a plastic bag so it's easy to empty.

If you deal with sensitive or financial data, keep a shredder handy. Get a "confetti" instead of "spaghetti" type shredder that fits onto its own wastebasket.

Keep within easy reach a supply of file folders and plastic tabs with inserts. When you have an item to file and need a new folder, you'll be able to create it and put the item in it immediately.

If you have a hutch or shelves in front of you when you sit at your desk, keep it as open as possible. Limit items here to some photos, a few supplies, a few reference books you use often, or backup disks. Don't overload these shelves with heavy items.

Maintenance

Take time at the end of each day to put your desk in order.

Make a list of items you must work on the next day. Then you'll be able to focus on your work.

By: Susan Kousek
2006 Balanced Spaces



Question(s) Corner



There were no questions for this issue.

If you find yourself pondering a question and need help finding the answer then this is the place for you. Submit your question(s) to kelli.greene@ars.usda.gov and your question and answer will be printed in the next News Notes.

Quick instruction for merging adobe files:

Open Adobe Acrobat.

Click on the Combine Files dropdown arrow.

Select Merge files into one single pdf.

Select the files you want to merge.

Move the files into the order you want them to appear in the pdf.

Next

Create the file.

Save

Provided by Lynda Taylor

Did you know?

More AgLearn resources are available at no cost to you. (Your agency has prepaid for your license!)



With a new “look & feel” and additional functionality, AgLearn has the resources you need to use Microsoft Office 2007 with ease. Courses, books, and direct access to the experts are available now and at no cost to you!

-  [Microsoft Office Excel, PowerPoint, and Outlook 2007](#) (1.5 hours) Learn how to use the new features of Microsoft Office Excel, PowerPoint, and Outlook.
-  [Adding Graphics to Presentations in PowerPoint 2007](#) (1.5 hours) Create visually appealing presentations using design templates and new Office 2007 themes.
-  [2007 Microsoft Office System Step by Step Second Edition](#) Discover how to use Microsoft Office 2007 one step at a time.
-  [Managing Mail and Contact Information in Microsoft Office Outlook 2007](#) (1 hour) Gain the skills and knowledge you will need to manage your e-mail inbox and contacts list.
-  [Performing Calculations on Data in Microsoft Office Excel 2007](#) (1 hour) Get up-to-speed on creating tables, formulas and calculating values.
-  [Advanced Formatting in Word 2007](#) (1.5 hours) Learn how to use theme colors, fonts and effects to create engaging and professional documents.

Would you know what to do??

In an emergency?

Learn what to do in emergency situations and how to prevent them using the valuable courses that are available in AgLearn today.



-  [First Aid--Medical Emergencies](#) (1 hour) Learn signs and symptoms of specific medical emergencies and their treatment.
-  [First Aid--CPR](#) (1 hour) Understand the fundamentals of basic life support: maintaining an open airway, restoring breathing, and restoring circulation.
-  [Heat Stress](#) (1 hour) Recognize the effects of heat on your body, outline the risk factors for heat-related illnesses, and describe the associated treatments for each.
-  [First Aid--Basic](#) (1 hour) This course focuses on how to use a systematic approach to evaluate an emergency situation and respond to basic first aid situations prior to the arrival of the Emergency Medical Services (EMS).
-  [Electrical Safety](#) (30 minutes) In addition to learning what actions to take in an electricity-related emergency, learn to recognize common electrical hazards, and methods to reduce or eliminate electrical hazards.

How effective is your communication?



-  [Interpersonal Communication: Listening Essentials](#) (1 hour) Explore the benefits and challenges of effective listening and demonstrates how active listening techniques enhance the effectiveness of your listening skills.
-  [The Mechanics of Communicating Effectively](#) (3 hours) Learn how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be.
-  [Business Interpersonal Communication Skills Simulation](#) (30 minutes) Practice strategies and techniques that are essential for effective interpersonal communication.
-  [Effective Communication with Difficult Coworkers Simulation](#) (30 mins.) Put your communication and behavioral skills to the test.
-  [Should this be put in writing?](#) (2 minutes) Instant Advice® on how to decide what you should put in writing



Need to Improve your listening skills?

-  [Listening to Comprehend](#) (4 hours) Learn how to comprehend verbal and visual messages to maximize your understanding of others.
-  [Effective Listening Simulation](#) (30 minutes) Practice listening skills in a safe environment.
-  [Enhancing Listening Skills](#) (2 hours) In addition to improving your ability to listen to others, you will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you.
-  [Active Listening: Improve Your Ability to Listen and Lead](#) Practice strategies and techniques that are essential for effective interpersonal communication.
-  [The Power of Listening: eWorkbook: How to Communicate Effectively with Anyone](#) Use this workbook to double your listening skills in only a few short

Read the following from Rita Keeling:

I recently took **Administrative Professionals: Putting Your Best Foot Forward** in AgLearn (takes about an hour) and found it helpful.

Description of the course follows: As an administrative professional, there are many skills and competencies you must master, ranging from organizational skills to technical aptitude. In order to be truly successful, though, you must also master other essential skills like the ability to gain the trust, respect, and admiration of your boss and colleagues. You must also remain true to yourself and maintain your dignity, all while expressing yourself to others, making decisions at work, or navigating through office politics. This course introduces some best practices for making a good impression as an administrative professional. Specifically, you'll learn how to project a positive professional image by building credibility and maintaining authenticity. You'll also explore the importance of communicating honestly, respecting others, and having a positive outlook in order to create a positive work environment. Finally, you'll learn how to practice positive office politics to enable you to put your best foot forward as you make your mark in the organization.

Audience: Employees in administrative support positions, as well as individuals who want to refresh their administrative skills.

MSACOP Annual Meeting, Jackson, TN May 12 & 13, 2010

Pictures by: Virginia Kelley & Marlene Coley



Dr. Bob Hayes, Director of the West Tennessee Research and Extension Center, Jackson, TN.



L to R: Ginger Carden, Archie Tucker, and Peggy Tubertini



L to R: Lynda Taylor, Sydney Beaumont, and Virginia Kelley

Incoming and Outgoing Council Members



Back Row: Ann McGee, Marlene Coley, Donna Signa
Middle Row: Ginger Carden, Tammy Dorman, Peggy Tubertini,
Linda Fulton, Archie Tucker, Drusilla Fratesi, Sydney Beaumont.
Front Row: Dawn Reed, Virginia Kelley, Kelli Greene, Lynda Taylor



L to R: Donna Signa, Tammy Dorman, and Dawn Reed



Dr. Alemu Mengistu of the Crop Genetics Research Unit guided the Council on a tour of his labs..



Members of the Council board the wagon for the tour.