Dear Southwest Educators and Staff:

Happy Monday! Another busy week has gone by, and I continue to marvel at the excellent programs and outstanding work going on all over the Region. Although the group was fairly small, there was a very positive atmosphere among the various county officials at the CCAO Budget Briefing last week about your great programs. They are pleased with your work. Having just listened to the Dean’s webinar, he also is very positive about all the incredible things Extension is doing. It also has been exciting to hear all three of the Director candidates speak very highly about our Extension organization. All three place OSU Extension in the top for the country.

One of the areas that OSU Administration has been discussing, is our professional image. Jackie Wilkins, Northeast Regional Director, wrote a short article that expresses much of how I feel in this area. If we are one of the best, let’s make sure we give that image in our appearance and actions. I challenge you with these thoughts...

**First and Lasting Impressions: What Do Ours Looks Like? . . .**

I have been thinking a lot lately about the types of impressions we are leaving on the individuals with whom we come in contact. Some of these individuals are new clientele that walk into, call, or email our offices to seek answers. Some are long-standing customers, colleagues, or other stakeholders that may know us a bit better. There are a variety of people with whom we will only get one chance to make a positive impression. They may just have that one burning question and someone told them we would have the answer. My hope is that the first impression is always a good one... that they now know who Extension is and know that if they contact us again, they will be received with a welcoming smile and tone, and that we will have made them feel welcome and appreciated. Others will seek us out more frequently, such as our repeat clientele, our volunteers, and oftentimes our funders. Our colleagues also fall into this “frequent flyer” category. Do they still feel like a valued customer? Are we still going out of our way to make a good impression each and every time we see them? Really take a step back and attempt to “make the familiar unfamiliar.” For instance, when you walk into your office the next time, enter the parking lot, the entry way, and the front door as if it were the first time you had ever visited... how does it look? Is it appealing and inviting? Pay attention to the way we have designed or decorated our front desk or waiting area? Is there recent and appealing information out for customers to view that helps them understand the breadth of knowledge and offerings? Are you greeted with a smile by your colleagues? Pay attention to how we talk in an office when clientele are present... and when they are not... People have a choice about where they choose to seek information, spend time, volunteer, and work. Are we making a good first impression? And even more importantly, are we making a valuable lasting impression that leaves people wanting more? I am approaching my 3-year anniversary of returning to Extension. I love (let’s be honest—ADORE) this organization. I know we have some of the most knowledgeable, passionate, and committed professionals ANYWHERE. Ask yourself this week, what have I done to share that excitement, knowledge, and passion with customers (internal and external) that make them want more? What is the lasting impression you will create?

**JCEP AWARDS and Nominations**
The initial information was sent out August 21 about awards and nominations for JCEP. They are due on October 1st. I challenge each of you to enter at least one award area, and to nominate at least one colleague for an award. Refer to the August 17th email from Laryssa Hook.

Have another great week!
Barb
A career is about the journey, not the destination. Every job is a self-portrait of the person who does it. Autograph your work with excellence.

Easy Ways for Teams to Celebrate

Select an item (special plate, candy dish, trophy, etc.) to present to a team member as recognition of their team spirit. After a predetermined amount of time, the item is passed on to another member.

IT Service Desk Offering 24/7 Support . . .
(Source: onCampus Today)

The Office of the Chief Information Officer’s IT Service Desk is now offering 24-hour support, seven days a week, for 8help@osu.edu and 688-4357 (8-HELP). Having problems with your university email account or your Ohio State username and password at 1 a.m.? IT Service Desk agents can help. BuckeyeBar in-person assistance hours are unchanged. -- > Contact: IT Service Desk at 688-4357 or TDD: 688-8743
Employee Spotlight...

Brian Raison, Assistant Professor
County Director & Community Development Educator
OSU Extension, Miami County

Education:
The Ohio State University, Columbus – PhD, Extension Education
Ohio University, Athens – Master of Arts, College of Arts & Sciences, Sociology
The Ohio State University, Columbus – Bachelor of Science, College of Business

Interests:
Local food systems; organizational development; urban/underserved audiences; strategic processes

Bio-Sketch:
Brian Raison’s primary focus is on bringing together resources—people, information, ideas and processes—to positively affect outcomes larger than otherwise possible. This is accomplished by building partnerships and conducting targeted research-based programming and facilitation. His specializations are in Organizational Development (process facilitation; strategic planning; vision-to-action; small business, co-op, and non-profit assistance) and Community Wellness (local food systems; individual and community health; engaging older youth in community; building networks for collaboration; successful schools).

He has over 25 years of experience in community and economic development. He also volunteers with several faith-based service and community development organizations across the U.S. and overseas.

Approach to teaching:
Extension’s diverse clientele do not always have access to traditional classroom settings. Geographic, economic and social boundaries often exist. Raison works to fill formal education gaps (in rural and urban areas) by developing and delivering quality, purposeful and needed programs to clientele. He draws upon resources and colleagues at Ohio State to assist in this endeavor.

Recent Leadership:
This past couple of years, Raison has led the assembly of the new national eXtension CoP (Community of Practice) focused on Community, Local and Regional Food Systems. He co-wrote two $50,000 grants that created a National Leadership Team and funded a national conference on food security in Cleveland in October 2014 with over 100 persons participating. He is currently assisting with the transition to a new OSU Extension director by serving as the community development program area’s assistant director in an interim capacity.
August 11, 2015 was a very busy day for agriculture in Fayette County. The annual Southwest Ohio Corn Growers, Fayette County Agronomy Club and the Ohio State University Extension field day was held at the Fayette County Farm and Airport. The field day was open to the public and provided a variety of activities. The 400 participants were able to attend learning sessions and talk with more than 30 exhibitors, promoting all types of agricultural equipment, technologies, services and supplies. The day was broken into segments that included break-out sessions on a rotational basis. Airplane rides were available at the airport all day and health screenings and Dermascans were offered during the morning sessions. Other morning sessions included plot tours and demonstrations conducted by Dave Hilger and his associates from Dow Chemical, LLC on the new “Enlist” products which are available and will be made available to farmers. Greg LaBarge from the Ohio State University presented information on nutrient timing and applications of nutrients. Libby Dayton from the Ohio State University presented information from her research on phosphorus and its relationship with water quality issues. The free pork chop lunch included an Ohio Corn Growers update from Tadd Nicholson, OCGA Executive Director and the field day keynote speaker, Chris Novak, CEO of the National Corn Growers Association. Novak presented information about the development of new corn products, international marketing and a general motivation to the guests present. The afternoon sessions continued with more plot tours and demonstrations from Dow Chemical and speaker Joe Nester, owner of Nester Ag. LLC. Nester discussed his experience with Nitrogen Uptake and facilitated many questions about nitrogen in relation to this year’s weather pattern. Participants were also treated to free homemade ice cream, compliments of Becks Hybrids and Brodbeck Seeds. Dale Minyo was also on hand throughout the day to interview participants and conduct his daily Ag Net radio shows. The events continued following the field day at the farm with the Fayette County Chamber of Commerce hosting their monthly “Business after Hours”, which highlighted the Ohio State University Extension Programs, Fayette Soil & Water Conservation District and Fayette County Airport. Approximately 100 people attended this event which was also open to the public. The evening concluded with the combined annual meetings of the Fayette County Farm Bureau and Soil & Water District.