Barb’s Notes and Quotes…

Dear Southwest Region Faculty and Staff:

Can you believe it is November already? It is amazing. I hope to see our 4-H Educators at their State Update on Tuesday. Autumn visits take me to Butler, Clark and Clinton Counties this week. Position openings will be posted soon for ANR Educators in Auglaize, Fayette and Miami Counties. Please encourage professionals you know to consider applying for these positions. Enjoy your November – it will be filled with conferences, holidays and the Michigan Game!! Don’t forget to send us your news notes and resources to share. Have a good week!

Best Regards,
Barb
Thoughts to Ponder

Problems are good, not bad. Welcome them and become the solution.
~Mark Victor Hansen

Tom Peters once said, “We need to learn to make our mistakes faster.” In other words, we need to learn faster. Mistakes are often how we learn the most memorable lessons. Consider a child in early development, learning to walk and talk. Each mistake provides valuable feedback and an opportunity to learn and make adjustments. The same is true in competitive sports. There is no such thing as a game without mistakes. The key is to adjust quickly and move on.

Smart businesses use techniques like “poka yoke” (mistake-proofing) and FMEA (Failure Mode and Effects Analysis) to prevent mistakes, mitigate risk and eliminate common errors before they happen, but they also use methods like AAR (After Action Reviews) to evaluate what has already happened and implement corrective actions. When customers are involved, these tools are essential to turning mistakes into opportunities. The only way to get a “wow” out of a mistake is to correct it in such a way that the customer is almost glad it happened.

To do this effectively, it is wise to pull a team together and ask questions like “What could go wrong?” and “What can we do about it now?” Other good questions to ask and explore are “What are some of our most common errors?” and “What exactly do we do that annoys our customers?” Think carefully about each and every moment of truth. Annoyed customers are not raving fans. Get out and actually talk to customers. Surveys can be useful, but there is nothing as telling as honest, candid, immediate feedback on the front line. Train your team to observe customer body language, facial expressions of tone of voice. This is very telling “intelligence” that surveys do not show. Great service organizations know how to read people and respond quickly.

Happy November Birthdays…

- November 5 Courtney Michael-Program Assistant, Fayette County
- November 7 Linda Newman-Office Assistant, Clark County
- November 8 Godwin Apaliyah, Extension Educator, Fayette County
- November 9 Connie Veach, Office Assistant, Miami County
- November 11 Melanie Hart-Extension Educator, Greene County
- November 13 Rebecca Supinger-Educator/Director, Greene County
- November 15 Pat Holmes-Extension Educator, Montgomery County
- November 23 Pam Dixon-Program Assistant, Hamilton County

Barb Brahm’s Schedule

- November 3 Union/Butler
- November 4 State 4-H Update
- November 5 Clark
- November 6 Clinton/Extension Faculty Meeting
- November 7 Office

Extension Reconsidered

The Southwest Region Counties taking part of the Extension Reconsidered:

Champaign  Butler  Clark
Clermont  Darke  Fayette
Montgomery  Warren

Southwest Region Forum
Diversity Catalyst Team Mini Grants … Request for Proposals

Purpose: The mini grant funds will support collaborative efforts between teams, individuals, or student groups with new projects or ideas that enhance diversity and inclusion. Proposed efforts should be consistent with the missions of Ohio State University and the College of Food, Agricultural, and Environmental Sciences.

http://extensionhr.osu.edu/diversity/diversity.htm
http://cfaes.osu.edu/about-us

Eligibility: Any faculty member, staff member, or students in the college of Food, Agricultural, and Environmental Sciences, including individuals with OSU Extension or OARDC appointments.

Dates:
This RFP released: October 20, 2014
Proposal deadline: November 10, 2014, at 5 PM
Award notice: December 15, 2014
Earliest start: January 1, 2015

Budget and review: Up to $2,500 in direct costs for one year and used by the end of June 30, 2015. Unused funds must be returned. Funds cannot be used for salaries, fringes, or work that would otherwise occur. The Catalyst team may engage other reviewers as needed.

To apply, please submit application to Mark Light light.42@osu.edu a maximum of two pages using the following guidelines:

Principal Investigator (PI) and collaborator names with affiliations and contact information.
Overview of the team diversity and planning process.
  Project idea(s) and their merit
  Plan for ensuring good team collaboration
  Timeline
  Itemized budget noting collaborative activities
  Intended outcome and how it or diversity can be sustained

CVs and references are not required but if included it must be a single PDF file as multiple attachments will be lost.

Awardee responsibilities: A report of results and plans for next steps are sought within 30 days of project end. This report helps you qualify for future competitions and conversely, inadequate reports make future support difficult.

Questions: Contact Mark Light at light.42@osu.edu. Thank you for your interest in diversity enhancement in the College of Food, Agricultural, and Environmental Sciences.
Fraud Again?!

Instances of fraud and compromise of account information appear to be on the rise. In response to the growing issue, the university’s card provider (PNC Bank) has been extremely proactive in blocking fraud occurrences with high risk merchants and preventing fraudulent use of any accounts that may have been breached.

To Read More...

2015 Ohio 4-H Foundation Grant Applications due Friday, November 7…
This is a reminder that all 2015 Ohio 4-H Foundation grant applications are due by 11:59 p.m. on Friday, November 7. Please look at our website for details and let me know if you have any questions. http://www.ohio4h.org/ohio-4-h-foundation/grant-programs
If you were not able to attend any of our grant webinars, you can find a recording of the Grant WebEx here: http://carmenconnect.osu.edu/p9cq25b3ty/
I would also like to take this opportunity to introduce Melissa Petty. Melissa is the new program assistant for the 4-H Foundation, her email is petty.135@osu.edu and her phone number is 614-292-6943. Please feel free to call or email either Melissa or myself (614-247-7344; zwink.1@osu.edu) with any questions you might have!

Procrastination: Today or Tomorrow? Now or Later?
by lisabarlage

According to Mark Twain, “Eat a live frog first thing in the morning and nothing worse will happen to you the rest of the day.” After reading Brian Tracy’s book Eat That Frog! 21 Great Ways to Stop Procrastinating and Get More Done in Less Time, I have come to the conclusion that everyone’s life would be much easier if we got into the habit of “catching those live frogs and eating them” first thing in the morning. Are you ready to “eat those frogs” that you’ve been avoiding and stop procrastinating in your personal and professional life? Do you procrastinate on very important tasks that you don’t enjoy doing? Do you need to set priorities and concentrate on what needs to be done when it needs to be done? Are you ready to “eat those frogs”? To Read More