Good Day, Southwest Region Educators and Staff:

Our Buckeyes came through in great style once again to give us a great Homecoming weekend. It was good to see some of you there, and to join in the celebration of Extension during half-time. I continue to enjoy county visits and the gorgeous colors of autumn in beautiful southwest Ohio. We had a great day of updates and discussion at the County Extension Directors meeting last week. Be sure to check in with them for new information. Start planning arrangements to attend Annual Conference on December 9-11. It will be a great event. I believe registration opens this week.

Have a wonderful week serving our Ohio residents!

Best Regards,
Barb
Thoughts to Ponder

Here are 10 things to remember (and do) when conducting conflict resolution discussions:

1. Make sure the environment is right.

Pick a time that’s convenient (for both of you) – and, whenever possible, a place that’s free of distractions and the potential for interruptions.

2. Have a walk-in strategy.

Plan what you’ll say and do BEFORE you meet. Think of the exact words you’ll use to open the conversation – and practice saying them. And formulate contingency responses to various ways the other person may act and react.

3. Get to the point.

Don’t allow the issue to become clouded with excessive small talk. You can be respectful, polite, and tactful – and still be DIRECT.

4. Attack the problem, not the person.

Stay focused on what actually occurred. Avoid accusations or assigning blame. Minimize the use of the word “you” when starting the discussion. And when describing the problem, use “you” only to describe what the person actually did.

5. Share your feelings … and how you’re impacted.

Use “I” statements to describe how what happened has made you feel and how it has affected you. Example: When that happened, I really felt belittled, embarrassed, and under appreciated.

6. Stay away from hearsay.

Don’t make or strengthen your case by discussing what coworkers may have said to you about the matter. Certainly you can mention how others are specifically impacted. But be sure to avoid expressing their opinions for them.

7. Pay attention to your body language.

Avoid negative “message-sending gestures” such as arm crossing, finger tapping, head shaking, and eye rolling.
8. Control your emotions.

Certainly that’s easier said than done – especially when you’re caught off guard. So, expect the unexpected. Assume – going into the discussion – that something may happen to trigger your emotions, and have a plan for exactly what you’ll do to avoid “losing it.”

9. Keep the desired end-state in mind.

Throughout the discussion, periodically remind yourself that your goal is to get an issue resolved in a respectful, collaborative manner – not to “win” an argument or debate. Make sure that everything you do, say, and agree to is in sync with that goal.

10. Think “dialogue” – not “monologue”.

Remember that effective communication is a 2-way street. The other person may also have feelings and concerns about the matter – ones that will need to be discussed before resolution is achieved. So, be sure to concentrate as much on hearing as you do on making sure you’re heard.

Lead Well … Lead Right

CED Meeting

Here are some highlights to the meeting:

- More connections through meetings between program areas within the region
- A different way to share information between the region director and the educators
- Changes in the way we conduct background checks and how this will affect the counties
- Techniques for getting more out of your performance reviews
- The need for more connection with the county commissioners in your area
- Bio-metric Health Screening in the Southwest Region

National ESP Conference

Award Winners

Professionals from Ohio were recognized with a Distinguished Team Award for the Live Health, Live Well initiative. Team Members included: Lisa Barlage, Pat Brinkman, Marie Economos, Marilyn Rabe, Cynthia Shuster, Beth Stefura, Michelle Treber, Susan Zies, Carol Chandler, Liz Smith, Cheryl Barber-Spires, and Linnette Goard.

Presentations from Ohio

Navigating Difficult Conversations – Nate Arnett, Jeff King, Kayla Oerstadt

Utilizing Technology and Social Media: Extension Professionals Impact Health – Pat Brinkman, Michelle Treber, Lisa Barlage, and Cindy Shuster
100 Year Celebration of Extension

The Ohio State University Marching Band paid tribute to 100 years of Extension at the halftime show this weekend.

Go Bucks!
Buckeye Wellness Innovator

Be the Buckeye Wellness Innovator in your office. Coming soon to the newsletter are tips to motivating your county office staff into a healthier lifestyle.

If you are already promoting healthy living in the workplace we want to hear from you.

Southwest Support Staff Meeting

You will be receiving a Doodle from Patty Corfman concerning a timeframe you would be interested in having the first Southwest Region Support Staff Meeting. This is your chance to meet other co-workers in your region.

County Website’s Change to Drupal 7

Need help or have a question about your new websites? The Southwest Region Staff is available to help. Contact Patty Corfman at 614-688-8330 or Carol Bottoms at 419-373-4922.

The Tentative Boot Camps Schedule for 2015 is available under the News section of our home page.

For more information and to register, contact Jackie Wilkins at wilkins.201@osu.edu for more information.