Where did the summer go? Welcome to the second issue of Staff Matters, the Staff Development Newsletter for the School of Medicine. Don’t recognize the name? Read the article below to find out where it came from!

The Office of Staff Development is closing in on its first year of service to the School of Medicine staff. I hope you are finding the information and opportunities provided interesting and useful to you in your position in the School of Medicine.

In this edition, find out about an exciting program to learn about Grady’s Rich History, an orientation for SOM new staff, cost savers for your tight personal budgets, and much more.

The Office of Staff Development is here to serve you—the staff in the School of Medicine. If you have ideas or suggestions, feel free to contact me. My contact information can be found in the box to the right.

Name Your Newsletter

The last issue of the staff newsletter featured a “Name Your Newsletter” contest. Thanks to everyone who submitted entries and to all 414 of you who voted!

As you see in the header at the top of this page, the winning entry was “Staff Matters” submitted by Christi Bell. Christi is a Sr. Administrative Assistant in the Department of Human Genetics. Christi says Staff Matters “could of course be interpreted as matters pertaining to staff and also the obvious meaning that staff does, indeed, matter.”

Christi will be contacted by my office to receive her prize. Congratulations Christi!

The runner up was “Pulse” submitted by Wensheng Li, Research Specialist in the Department of Surgery.
Computer Training

The computer training classes offered by the SOM have been overwhelmingly successful, thanks to the various IT staff members who have given their time to teach these classes! So far we have offered Microsoft Outlook Basics, Microsoft Word Basics and Intermediate, Microsoft PowerPoint Basics, and Microsoft Excel Basics. For each class in the Microsoft Office suite, there are three class levels—basics, intermediate, and advanced. We will continue to offer these classes as long as there is interest. See the back page for upcoming classes.

Free On-line training resources:
http://www.adobe.com/designcenter/video_workshop/

Recruiting Volunteers—Administrative Professionals Symposium

Are you an Administrative Professional? Did you enjoy the Symposium in April?

I am looking for a few volunteers to help plan the program for 2010. If you are interested please get in touch with me (Rachelle Lehner, Assistant Dean, Staff Development) by the end of August. For more photos, visit the SOM Staff Development webpage: (www.med.emory.edu/dean/staff_dev.cfm).

Cost Savers

In these challenging economic times, it is always nice to know of useful cost savers.

- Paying too much for cell phone service? Did you know that as an Emory employee, you can get up to a 20% discount on cell phone service with Verizon?
- Entertainment taking a bite out of your paycheck? Check the DUC Information Desk for discounts to a wide variety of venues—from movies and sporting events to the GA Aquarium and the High Museum.

- Do you have cost saving tips for individuals or departments? Email them to rlehner@emory.edu for inclusion in the next newsletter.
Environmental Health and Safety Training Notices

Supervisors, are you wondering why you’re getting so many messages about new/transferred employees or students needing environmental health and safety training? Let me explain …

▪ When a new job is posted on PeopleSoft, you answer 1 of 3 sets of questions. 1) Yerkes; 2) Campus Services; 3) all other. If an answer is ‘yes’ to any question, the system points to a specific training requirement.

▪ When the job is filled, the system automatically generates an e-mail listing the required training and phone #s to contact to obtain the training. This goes to the new/transferred person and their supervisor.

▪ Those who work with animals at Yerkes or DAR will be given access to animal areas when required training is completed (Yerkes & DAR training is assigned at their department Orientations).

If you have any questions regarding EHSO training, please contact Diane Kusek at 404-727-8437 or by e-mail at diane.kusek@emory.edu.

Families in Transition

“Families in Transition” is a free education & support group offered on the Emory campus to help employees who have adult caregiving responsibilities.

According to research:

▪ A caregiver spends an average of 21 hours per week helping an aging friend or family member

▪ Most caregivers are women and work full-time, however there are increasing numbers of men with caregiving responsibilities

Sometimes the pressures of caregiving can result in emotional or physical health issues for the caregiver, or may affect his or her ability to be productive at work. To support employees with caregiving responsibilities, and help them manage their work-life effectiveness, Emory offers “Families in Transition”, a facilitated program by Ms. Patricia Rich, MS, LPC, a counselor and geriatric care manager with Wesley Woods.

For more information on this and other programs and resources, visit The Emory WorkLife Resource Center at:

www.worklife.emory.edu
Staff Member Spotlight

In this issue of Staff Matters, the spotlight is on Bonnie Chappell, Administrative Assistant for the Renal Division (Department of Medicine). Bonnie started working at Emory 16 years ago as a temporary employee in the College Admissions Office. She worked as a full time data entry specialist there for seven years then went to Pediatric Infectious Diseases as an Office Assistant. She has been in her current position for about one and a half years.

Her responsibilities include providing administrative support, Emory Express ordering and invoice processing, physician credentialing, processing reimbursements, assisting research associates with grant fund monitoring, purchasing card transactions, and communications. If that is not enough, she volunteers for Project SEED – the Department of Medicine’s staff development committee.

In addition to her daily work responsibilities (and serving on the Project SEED committee), Bonnie continuously looks...

Continued on page 7

Book Discussion—Eat That Frog!: 21 Great Ways to Stop Procrastinating and Get More Done in Less Time by Brian Tracy

Eat that Frog! is a concise guide to help the reader overcome procrastination and successfully achieve his/her goals. Tracy explains that we all encounter major ugly tasks -- “frogs” -- in our lives which we avoid. The author recommends that we perform these tasks first, and then the remaining tasks will be much easier to complete.

The author states you should be clear in your goals/objectives, and not deviate from them. Tracy provides seven powerful, but simple steps for setting and achieving goals:

- Decide exactly what you want - for example, speak with your boss to discuss your goals and make a pact to complete them
- Write it down - it is very critical to think on paper first and save it
- Set a deadline on your goal - a decision without a deadline has NO urgency
- Make a list of everything that you can think of that you are going to have to do to achieve your goal - a list gives you a visual of the objective(s)
- Organize the list into a plan - list by priority and sequence
- Take action on your plan immediately - for you to achieve any success EXECUTION is everything
- Resolve to do something every single day that moves you toward your major goal - build this activity into your daily schedule

We are probably familiar with these steps, but we must practice and implement them daily to accomplish our...

Continued on page 8
Melanie Lewis, program administrator of the J. Willis Hurst Residency Program in Internal Medicine, was selected as the 2009 recipient of the Joyce P. Doyle Award. The Doyle Award, chosen by DOM chief residents, is presented "to the individual deemed to have given of themselves the most in pursuit of the betterment of the program."

Joyce P. Doyle was program director of the Residency Program for nine years. "Dr. Doyle was known to work tirelessly to make life better for the residents and to make the quality program superior to any other in the country," says Lewis Satterwhite, former chief resident at Grady Memorial Hospital and now a fellow in Pulmonary and Critical Care Medicine at Emory. "The award is to go to the person that helps to continue those missions. The selection process considers any person-administrators, residents, attendings, or anyone else involved in the residency program."

Lewis has been with the program since January of 2008. She has 13 years of experience working in healthcare, including two years with the Department of Orthopaedics and six years with the U.S. Air Force. "I feel very honored and privileged to work with such an outstanding group of residents and faculty here at Emory," she says. "Even more so, I am honored to be given an award bestowed in honor of Dr. Doyle for her commitment and dedication in making the residency program what it is today."

Originally from Louisiana, Lewis and her husband Frederick have two children. Away from the office, she plays tennis and cherishes her time with her family.

Do you know a staff member who deserves recognition? Nominate them for the next edition of this newsletter.
Awards and Recognition Contest

- How do you most like to be recognized for a job well done?
- How do you like to be recognized for going above and beyond the “call of duty”?

Submit your answers to rlehner@emory.edu. All submissions will be read and considered by the SOM Staff Development Council Awards and Recognition Workgroup. One name will be drawn at random from all submissions to receive a small prize.

Benefits Going Green

Be sure that you open and read the emails you receive from MyBenefits@emory.edu as this is how Benefits information will be communicated going forward. Employees may also go to www.hr.emory.edu/mybenefits for this and additional information.

Upcoming Opportunities

The Center for Women Open House
August 26—11 am to 4 pm (Registration NOT required)

Excel 2007 Basics (in SOM)*
August 27—9:00am-11:00am

Understanding Media: An Introduction to Audio/Visual Technology (at Grady)*
August 27—2:00-3:00pm

Welcoming Diversity/Prejudice Reduction Workshop
September 10—9:00am-4:00pm (Register at: www.emory.edu/ncbi)

Negotiation Basics*
September 22—8:30am-12:30pm

Word Intermediate (at Grady)*
September 22—2:00pm-4:00pm

Word Intermediate (in SOM)*
September 24—1:00pm-3:00pm

Grady’s Rich History*
September 30—between 11:00am-2:00pm; ride shuttle to Grady Memorial Hospital

School of Medicine New Staff Orientation
October 1—8:30am-3:00pm

Continued on page 7
Spotlight (cont.)

for ways to improve the way things work in her department (and the School as a whole). After working in the Woodruff Memorial Building for over a year, she realized that there was no internal building-wide communication mechanism designed to communicate with WMB occupants regarding issues of security, services, and operations—so she took the initiative to start a Woodruff Memorial Building listserv. The list is for employees in the building as well as those outside contacts like the Zone Manager, the Emory Police, and others who might want to know. There are currently 75-80 people on the listserv. If you work in the Woodruff Memorial Research Building and would like to receive these notices, please go to http://listserv.emory.edu and in the box that says “list name” enter WMRB-News. You will then see an option to join the list.

Another example of Bonnie’s quest for continual improvement was evident in July when she arranged for representatives of IKON (Emory’s mail service provider) to meet with staff. Originally Bonnie was coordinating this program for the Department of Medicine, but then realized that others throughout the School of Medicine might be interested as well. She worked with the Office of Staff Development to publicize the program school-wide. The program was a huge success with 12 departments (and several divisions) represented.

Asked what her favorite thing is about working at Emory, she replied: “Emory is a warm community, is innovative, and encourages education. The people here are great!” In her spare time Bonnie enjoys hiking Stone Mountain (which she says is great mentally, physically, and socially), fixing things (she loves tools), home improvements, learning about computers, and gardening.

Upcoming Opportunities (cont.)

Center for Women and Center for Ethics Present: Ann Wright
October 7—12:00noon (Call 727-2031 to register)
Controversial Issues Process
November 12—1:30pm-4:00pm (Register at: www.emory.edu/ncbi)
Welcoming Diversity/Prejudice Reduction Workshop
December 10—1:30pm-4:00pm (Register at: www.emory.edu/ncbi)

*Register in PeopleSoft Self-Service
(Select “Learning and Development”; “Request Training Enrollment”; “Search By Course Name”; enter SOM; Choose appropriate class from list and proceed with registration)
Did you know...The Center for Women

The Center for Women helps Emory University provide the best possible environment for women staff, students, and faculty. We offer many services and resources – for men as well as women – aimed at promoting gender equality and improving women’s physical, mental, spiritual, and financial health.

We are located in Cox Hall – adjacent to Emory Hospital – so we’re particularly convenient for School of Medicine employees. Need a mental health break? We offer therapeutic massage. Are you a new mother? We have the university’s most comfortable and private lactation room, complete with its own hospital-quality breast pump. Want to know more about staying healthy? Our monthly lunch-and-learn workshop on “Women’s Health and Wellness” is for you. Is financial health your biggest worry? In the Center for Women’s Financial Seminar, one of our most popular programs, you’ll learn how to reduce your debt, increase your investments, buy or sell a house, and more!

The Center for Women is also a great place to get help if you or someone you care about is dealing with family or partner violence, sexual harassment, an eating disorder, or another serious issue that disproportionately affects women. We can assist you in finding the best resources, put a life-changing book in your hand, or just provide a sympathetic ear. To find out more about what we do for staff at Emory, come to our Open House from 11 a.m. to 4 p.m. on Wednesday, August 26, or visit our website at womenscenter.emory.edu.

Book Discussion (cont)

specific goals at work and/or home. Planning (and revamping plans) is emphasized throughout the book. The more effective a planner you become, the easier it will be to overcome procrastination -- to “eat your frog”-- and continue on the momentum to achievement.

If you desire to achieve success, apply Tracy’s principal: “eat that frog” first, and then complete the remainder of your tasks more effortlessly. Writing a schedule (daily, weekly, etc.) and setting deadlines will make you more efficient and focused. Start today, do not procrastinate, in striving for greater clarity in everything you need and wish to accomplish - “eat that frog!”

Contributed by Sonia Parra Zuna
Grady’s Rich History Exhibit

September 30, 2009

Shuttles leave Woodruff Memorial Research Building at
10:40am, 11:10am, 11:40am, 12:10pm, 12:40pm, 1:10pm, and 1:40 pm

*Pick a time that fits your schedule and, remember, you must register in advance!*

*Allow approximately 90 minutes (including the shuttle ride) for your visit.*

Hop a Grady shuttle. Participants will be guided to the Hospital lobby featuring many historical photographs and objects. Browse at your own pace. Staff and faculty will be on hand to answer your questions.

- What do you know about the history of Grady Memorial Hospital?
- Do you know there used to be a “black” Grady and a “white” Grady?
- What is the connection between Emory University and Grady Memorial Hospital?
- How does the Morehouse School of Medicine fit into the picture?

Learn the answers to these questions and much more...

Register in PeopleSoft Self-Service
(Select “Learning and Development”; “Request Training Enrollment”; “Search By Course Name”; enter SOM; Choose appropriate class from list and proceed with registration).

For more information call Susan Raven, (404)727-7395

![Grady Hospital and Ambulance, circa 1800’s]

Funding and support for this event came from an Emory Transforming Community Project ([http://transform.emory.edu/](http://transform.emory.edu)) mini-grant award and the School of Medicine’s Office of Faculty and Staff Development
Negotiation Basics

Learn the strategies to help you achieve better outcomes in your negotiations!

**September 22 8:30am-12:30pm**

**What is Negotiation Basics?**
Most of us negotiate almost daily, whether in our jobs, with our kids, or in buying a car. Yet few of us have the skills to make the best agreement. This class will provide you with a strategy so that you can improve your confidence and improve the outcome of your negotiations.

**Who should attend?**
This class is designed for all staff. It will be particularly useful for participants who have not had previous negotiation training since the class covers very basic negotiation strategies.

**What are the benefits?**
* Learn strategies for successful negotiations
* Practice your skills in negotiation role-plays
* Get feedback from others to improve your skills
* Receive worksheets to guide you in future negotiations

Registration using PeopleSoft Self Serve required.

Congratulations!

The following staff members have served the School of Medicine for 15 or 20 years respectively! Thanks for all you do (and have done) for the School of Medicine!

**15 Years of Service**
- Marinell Barber, Surgery
- Jerry Allen Creel, Pediatrics
- Glenda Hutchison, EMCF
- Xia Liu, Pathology
- Andrew West, ACTS

**20 Years of Service**
- Janet Sylvera Braimah, Neurology
- Eve Heemann Byrd, Psychiatry
- James Bradford Harten, Surgery
- Denise McLaughlin, Gyn/OB
- Fran Wiggins, SOM Administration

*Note: individuals listed were 2nd quarter 2009 service award recipients per Human Resources*
Understanding Media: An Introduction to Audio/Visual Technology

August 27—2:00pm-3:00pm (Grady FOB 101)*

Ever wonder what makes a DVD work? Have trouble figuring out an AV control panel during an important presentation? The 'Understanding Media’ class will take a close look at the mechanics, best practices and usage of AV technologies commonly found at Emory. The foundations of what makes common video & audio forms work will also be explored - ranging from MP3s to DVDs. The class will conclude with a Q&A session.

*Registration using PeopleSoft Self Serve required.

The Bottom Line

The Renal Division (in the Department of Medicine) routinely ordered Navigator brand copy paper, and the office had grown accustomed to its quality. People would look at the box, note the product number, and would simply reorder it. However, we later discovered there was much cheaper paper that was only slightly less quality. We tried a box of cheaper paper and it was barely noticeable. Now we routinely order Staples brand #513096 for $24.09 a case. This saved us ~ $60 per case. Since we use a minimum of 4 cases a month, this adds at least $240 to our bottom line EACH MONTH!

Contributed by Bonnie Chappell

Learning Column

Note: This is a re-run from the first issue. The program is now available on Emory iTunes.

Did you attend the *African American Doctors in the Jim Crow South* presentation on April 8? If not, you can watch it on Emory iTunes.

Cut out this column and submit correct answers to Susan Raven (SOM 418) and your “attendance/viewing” will be recorded on your PeopleSoft Training Summary. Be sure to print your name, employee id number, phone number, and department name.

NAME:_____________________________________

ID#:____________________Phone:______________

DEPT:______________________________________

1. Why was the National Medical Association formed in 1895?

2. Where was the National Medical Association formed?

3. Explain what is meant by “the Gradies”...

4. Why is Grady shaped like an “H”?

5. What did it mean to be a “scientific member” of the American Medical Association?

6. When (approximately) was Grady integrated?

Have Ideas for Staff Matters?

Send ideas and feedback to rlehner@emory.edu