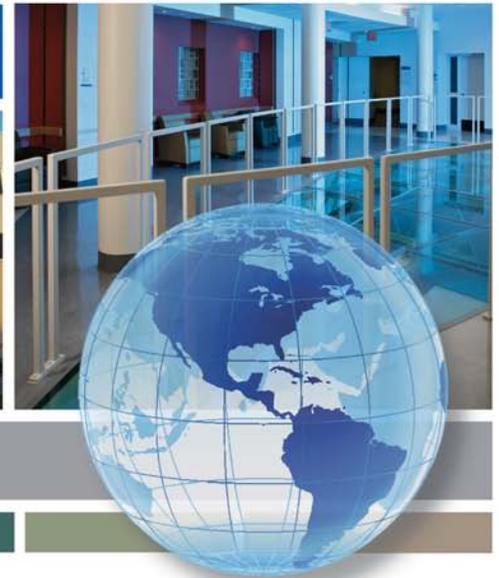


INSIDE MANAGEMENT



GLOBAL POSITIONING FOR A WORLD OF BUSINESS

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INSIDE THIS ISSUE

SPOTLIGHT ON
EXTERNAL RELATIONS.....2

MANAGING YOUR E-MAIL....3

NEW CRC PROGRAM.....3

CALENDAR OF EVENTS.....4



April Staff Development Opportunities

Two workshops in April will address popular issues in the workplace. Sponsored by the Staff Development Committee: Jaimie Falzarano, Carrie Gardner, Loreta Genco, Lucy Kierejewski and Marina Tarasova.

Kudos!

Janine Tramont, business development and special programs assistant in the Center for Entrepreneurial Leadership, will receive the District Women in Business Champion of the Year award from the U.S. Small Business Administration's Buffalo District office in May.

Oh No, Not Another Meeting!

Do you cringe when you hear the word "meeting"? Have you ever walked out of a meeting asking yourself, "What just happened in there?" If you answered yes to either of these questions, sign up for this brown-bag lunch presentation on tips for conducting effective meetings as well as improving your manner of participation.

Presented by Nicholas J. Everest, adjunct assistant professor in the Department of Organization and Human Resources

Monday, April 5
Noon to 1 p.m., 205 Alfiero
Register [here](#).

Dynamite Presentations: Strategies for better design and delivery

By popular demand, the committee is repeating last month's popular workshop on tips for effective PowerPoint presentations. Learn how to upgrade the construction of your presentation slides and about contemporary approaches to presentation planning and design.

Presented by Mary Ann Rogers, adjunct assistant professor in the Department of Organization and Human Resources.

Thursday, April 29
2 to 3:30 p.m., 205 Alfiero
Register [here](#).

Tech Tips

By Julia Cohan

Two Tips for Using your Cisco IP Phone to your advantage

Forwarding Calls:

Sometimes I have to leave my office, but I do not want to miss an incoming call. I simply forward my calls to my cell phone using these simple steps.

On the display, the “soft buttons” at the bottom are [Redial] [New Call] [CFwdALL] [QRT].

Press the small dark gray oval button below [CFwdALL] (Call Forward, all calls). The phone will beep twice, and the words “Enter number” will display above the four soft keys.

Enter your cell phone number (seven digits if 716 area code, or, 1+(area code)+ 7 digits if not 716 area code). The phone will beep once and the message will display “forwarded to xxx-xxxx.” You can also forward calls to a colleague’s office phone.

When you want to turn it off, just press the [CFwdALL] button. The phone will beep once and the display will return to “Your current options.”

Directory Lookup

for other VoIP users on all UB campuses:

Press the **directories** button on right side of front panel. Press 6 to see the Corporate Directory.

Use the up/down green navigation button to highlight Last Name. Use the number keys to spell out the first three letters of the last name. You will need to hit the button more than once to advance the letters on that button. Press the oval button under the [Search] soft key.

Use the green navigation button to scroll down until you find the VoIP telephone number you want. Pick up the receiver and the number highlighted will be dialed. If you don’t want to dial, press the [Exit] softkey until out.

If you do not find the person’s name, the person does not have a campus VoIP number.

Spotlight on External Relations

By Mary Dahl

With nearly 31,000 alumni and myriad connections and partnerships with the business and nonprofit community, the School of Management’s reach and impact beyond its walls are significant.

The external community is both benefactor and resource to UB and the School of Management, each year receiving a fresh influx of highly trained graduates, new insights from faculty research and a wealth of support through the school’s public service activities. At the same time, success in attracting students from around the world and delivering a world-class educational experience is significantly impacted by the engagement and support of alumni and the business community.

The Department of External Relations, consisting of Cynthia Shore, Hailley MacDonald and Lucy Kierejewski, works with faculty and staff throughout the school to carry out the department’s objective, which is to develop and support initiatives that expand the school’s business relationships and enhance the school’s academic programs and reputation.

Cynthia is well-suited for her role as senior assistant dean and director of external relations. Her experience as director of the Career Resource Center, combined with her corporate background, gives her a thorough understanding of how internal/external relationships work. Hailley, new to the School of Management and at the inception of her career, brings great enthusiasm, fresh perspective and a post-graduate certification in events management to her role as program assistant. Lucy provides staff support to Cynthia and Hailley in their endeavors, in addition to serving as administrative assistant to Kate Ferguson, associate dean of academic programs.

Another important role of the office is to serve as liaison to UB’s external relations initiatives in order to meet the mutual interests of the School of Management and UB while leveraging university resources to achieve the school’s external relations goals. This positively impacts our research, teaching and public service.



Hailley MacDonald and Cynthia Shore

Event planning is one of the most visible aspects of this initiative. You are probably familiar with the annual Community Engagement Luncheon, MoneySKILL Mania competition and UB Business Partners Day. Others they plan are the Teacher Recognition Reception for teachers using MoneySKILL and the Dean’s Thank You held for our business partners.

What takes place behind the scenes is equally important. Cynthia and Hailley consistently initiate and nurture relationships for the school and interface with faculty and staff across all functions to support and enhance the school’s overall approach to external relations. On a daily basis, university departments, nonprofits and employers seek out assistance from the School of Management. External relations is there to direct them in a way that best meets their needs.

To ensure that efforts are not duplicated, staff should get in touch with our external relations department before reaching out to new contacts, as it is possible that other faculty, staff or student clubs already have strong connections with the organization. External relations is home to the Partners in Management database which tracks our external business partners and their relationships with the School of Management. Working with these previously established ties can help build better connections to the school.



Mark Your Calendars

An **All-Hands Staff meeting** is scheduled for **Thursday, May 13**, at the Westwood Country Club in Amherst.

As with our last two staff meetings, this will be a great opportunity to continue building our sense of community in the School of Management, and will also provide some valuable professional development information for our staff.

The meeting will begin promptly at 8:30 a.m., with continental breakfast provided. Three lunch options are available: Chicken Marsala, Italian haddock and Caesar salad with grilled chicken breast. Please notify Leslie Russo (russo@buffalo.edu) with your lunch choice as soon as possible.

Business casual attire is appropriate. Unlike our All-Hands Staff meeting last May, this event will not lead to the creation of committees and follow-up activity. The tentative agenda is designed around information delivery and professional development.

Reduce, Reuse, Recycle...Your E-Mail

By Julia Cohan

Reduce, Reuse, Recycle

These are the three legs of the Go-Green logo. They are also the key words to remember when dealing with e-mail. What is a *green* e-mail environment?

Reduce

Don't send that quick, "Thank you." Pick up the phone. Better yet, get some exercise and walk over to a colleague to personally give your thanks. Handle confirmations about meetings the same way. Whenever possible, don't send the e-mail.

Reuse

Save time. Use past e-mails for templates whenever possible. Edit appropriately and send it off. Remember to save only what you need. If you send several of the same messages individually, as in a mail merge, keep track of who you sent them to in your Excel file, but only save one sent message.



Recycle

Unlike the custodians of landfill sites who need to reduce the amount of stuff that gets added to their sites, we *encourage* you to throw away as much as possible! The most important leg of our triangle is to remember to recycle. Send as many messages as possible to your Deleted Items folder. Delete, delete, delete! Fill up those computer "recycle bins" and then *empty* them. Be sure to compact your Outlook Personal Folder after cleaning it out.

Detailed instructions are available. Open Microsoft Word and browse to this location: K:\som\SHARED\Cohan\Outlook_Training\OutlookCleanup.doc .

All of us together continually contribute to the health of our e-mail environment. Let's make our server a lean, green computing machine.

CRC Launches New Student Volunteer Program

By Mary Dahl

Thanks to a new program in the Career Resource Center (CRC), we now have 21 enthusiastic students in the process of completing more than 1,000 hours of volunteer work throughout the community.

The Management Volunteer Program (MVP) prepares UB School of Management students for their professional endeavors by connecting classroom learning to real-world experiences. The program was created after brainstorming by the CRC staff and a proposal by Caitlin Logue, an undergraduate program manager in the CRC.

With a limited amount of experiential opportunities available to undergraduates, the MVP offers freshmen and sophomores a great opportunity to get involved. The program not only helps students explore their professional pursuits early on, it also assists them in building a solid foundation for internships and job opportunities in the future. The CRC encourages early development of professional skills, and MVP is an excellent way for students to

acquire social responsibility, time management, communication, leadership, diversity awareness, integrity, motivation and more through their experiences.

The program recently received a \$10,000 grant from Target for a competitive scholarship program for the students involved in MVP.

With each student committed to 50 hours of service to one organization, the MVP will have a tremendous effect on the local community as well. Students will directly impact the social, economic and environmental well-being of the Buffalo community.

Organizations benefiting from the students' volunteer hours include the Gloria Parks Community Center, Boys & Girls Clubs of Buffalo, United Way, Northeast Family YMCA, American Red Cross and Buffalo ReUse.

If you are involved in a community organization and believe it could benefit from the services of an MVP student, contact Caitlin Logue at cclogue@buffalo.edu.

Calendar of Events

APRIL

April 3 and 4, [Free Tax Preparation](#) (for individuals and families with annual incomes below \$49,000)
10 a.m. to 4:30 p.m., 106 Jacobs. Coordinated by Beta Alpha Psi.

April 5, [Brown-Bag Lunch Presentation: Oh No, Not Another Meeting!](#)
Noon to 1 p.m., 205 Alfiero. Speaker: Professor Nicholas J. Everest. Coordinated by the Staff Development committee.

April 5, *Speaker: John O'Leary*
6:30 to 7:30 p.m., 112 Norton. Coordinated by the UB Accounting Association.

April 10, [EMBA 4-A-Day](#)
7:45 a.m. to 12:30 p.m., 108 Jacobs. Coordinated by the Center for Executive Development.

April 10 and 11, [Free Tax Preparation](#) (for individuals and families with annual incomes below \$49,000)
10 a.m. to 4:30 p.m., 106 Jacobs. Coordinated by Beta Alpha Psi.

Apr 16, *GMA Soiree*
6:30 p.m., Fox Valley Club, 6161 Genesee Street, Lancaster. Coordinated by the Graduate Management Association.

April 20, *International Night*
Second Floor Atrium, Alfiero Center. Coordinated by the Graduate Management Association.

April 24, [Distinguished Speaker Series: Bill Mahar](#)
8 p.m., Center for the Arts.

April 28, [PMBA and EMBA Information Session](#)
6 p.m., Larkin Building, 726 Exchange St., Buffalo. Coordinated by the Center for Executive Development.

April 29, [Workshop: Tips for Effective PowerPoint Presentations](#)
2 to 3:30 p.m., 205 Alfiero. Coordinated by the Staff Development committee.

April 30, [Wine Tasting and Dinner Alumni Social Event](#)
Millennium Airport Hotel. Sponsored by the School of Management Alumni Association.

MAY

May 7, [Commencement](#)
1 p.m. (undergraduate) and 5 p.m. (graduate), Alumni Arena.

May 13, *All-Hands Staff Meeting*
8:30 a.m. to 1:30 p.m., Westwood Country Club, Amherst.

May 17 (through June 17), [GMAT Prep Class](#)
6:30 to 9:30 p.m., 110 Jacobs. Must register [here](#). Coordinated by the Center for Executive Development.

May 19, *EMBA Cocktail Party*
5:30 to 8:00 p.m., Holiday Inn, 1881 Niagara Falls Blvd., Amherst. Coordinated by the Center for Executive Development.

May 20, [Entrepalooza](#)
10 a.m. to 6 p.m., Seneca Niagara Casino. Coordinated by the Center for Entrepreneurial Leadership Alumni Association.

Check the "Events" tab on the School of Management Web site home page for more information.
UB Calendar of Events: <http://www.buffalo.edu/calendar/calendar>
Employee and Supervisor Development Opportunities: http://hr.buffalo.edu/files/phatfile/Training_Class_Alert.pdf

To submit information to the Inside Management calendar of events, contact Jill Phinney at jmp8@buffalo.edu
or Craig Mathis at cmathis2@buffalo.edu.