

# INSIDE MANAGEMENT

GLOBAL POSITIONING FOR A WORLD OF BUSINESS



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*Save the  
Date!*

The School of  
Management's  
holiday party will  
be held on  
December 19.

## CRC Upgrades Practice Interview Technology

*By Caitlin Rush*

The Career Resource Center (CRC) has upgraded the technology for our award-winning practice interview program. Each semester more than 400 students participate in the program to sharpen their interview skills. Interviews are recorded from start to finish so students can receive helpful feedback on their performance.

Prior to this semester, the students shared their interview room with a practice interviewer and an intrusive media cart which housed a large television and a DVD recorder, in addition to a video camera that recorded the interview. There was a great deal of feedback from our students suggesting that eliminating the media cart would make the interviews much more realistic. As a result, we have upgraded our technology to iPads.

The iPads are far less intrusive on the student interviewees and much more user friendly for

the student interviewers. Each interview is recorded and then simply burned onto a DVD for the students to take with them after the interview.

Another benefit the iPads offer is that they will be more cost effective in the long run, because we will no longer have to replace DVD recorders once a year. The iPads can also be used for other CRC programs and events such as our Coffee Cup Conversations, Employer Expectation Series, GEICO Etiquette Breakfast and much more.

Our student interviewees and interviewers have provided a tremendous amount of positive feedback in response to the change. It was a much-needed update for our practice interview program and we are looking forward to the continued use of the iPads for many semesters to come.



**Before and after:** The bulky video camera and TV cart in the photo at left have been replaced by the smaller, less-intrusive iPad, circled in the photo at right.

## Tech Tips

By Julia Cohan

### Using Quick Steps

Outlook has Quick Steps, but not the type you see on Dancing with the Stars. On the Home tab, the Quick Steps group contains actions that take just one click. Use these for actions that you do often. For example, I have one called "To Manager." To forward a message to Dave Costello, I highlight the message and click the "To Manager" Quick Step. The message gets forwarded to Dave and marked as read.

Click the Options box in the lower right corner of the Quick Steps group to set up and manage all your Quick Steps. Highlight a default Quick step and click Edit, or click New to create your own. Move to folder, forward and create an appointment are some examples of actions. You can add multiple actions to a single Quick Step. Here is a short video tutorial to get you started:  
<http://bit.ly/outlookquicksteps>.

### Retrieving deleted messages

You just discovered that you deleted an email message you really need. Recovery is possible for most messages, even if you emptied the Deleted Items folder.

If you just deleted it, Press Ctrl-Z to undelete a message fast. If you mistakenly deleted a message earlier, you can move it from the Deleted Items folder to any other folder to restore it.

Even emails deleted from the Deleted Items folder can be recovered by submitting a request to restore from backup. Ask IT staff to submit the request for you.

The only messages that may be non-recoverable are messages that are deleted from the Deleted Items folder the same day the message arrives. These messages never get into the overnight back-up. However, send IT the information because our CIT group may be able to restore these messages.

## Welcome Our New School of Management Staff

Several new staff members have joined the School of Management this summer and fall.



**Amy Johnson** joined the School of Management as associate director of development and will be responsible for the school's annual giving activities and building the leadership gift society, the Shareholder's Society.

Amy previously served as chief development officer at Girl Scouts of Western New York. She has held marketing and fundraising positions with Canisius College, the Buffalo Philharmonic Orchestra and Brookgreen Gardens. Amy holds a bachelor's degree from the State University of New York College at Fredonia in English with a concentration in public relations.



**Kevin Manne**, APR, is assistant director of communications in the School of Management. Kevin joins Jackie Ghosen and Cathy Wilde in supporting the communications needs, public relations and media relations of the school.

Kevin previously served as new media specialist at Genesee Community College and as communications and public relations specialist at Catholic Charities of Buffalo. Kevin graduated magna cum laude from Buffalo State College with a public communication degree.



**Erin McGee** joined the Center for Entrepreneurial Leadership team as the business development coordinator. Her focus is on community outreach to promote the Core program and the Strategic Entrepreneurship program.

Erin's background includes seven years in the hospitality industry, working for Hyatt Hotels, Hilton Hotels and Vintage Hotels with a focus on the Western New York corporate market. She has a bachelor's degree in communication studies from Ohio University and an MBA with a marketing focus from D'Youville College.



**Barbara Mielcarek** is the new administrative assistant for the Development Office. She is responsible for supporting the School of Management team as well as working collaboratively with development and alumni staff at the School of Management and university levels.

Barbara previously served as plant clerk at NRG Energy's Huntley Power Plant and worked at Niagara County Community College in the Corporate Training Department and the Information Technology Services Office. She holds an associate degree from the University of Dayton and a bachelor's degree from the UB School of Management with a concentration in marketing.



**Mary C. Nicoletti** is a new senior program coordinator for the Center for Entrepreneurial Leadership, where she coordinates the day-to-day operations of the High-Tech CEL and Becoming a Leader in the Life Sciences programs.

Mary has a bachelor's in psychology from UB. She has worked in the nonprofit industry since 2004 and has held various program management and coordination roles in behavioral health, public health, public school system and higher education. She has expertise in program development and management and has coordinated state and federal grant projects.

## Professional Staff Awards

By Mary Dahl

If you are reading this newsletter, chances are you are a member of the Professional Staff Senate (PSS). All professional staff (including State, UB Foundation and Research Foundation) hired at UB are automatically members.

The PSS works to provide input into campus-wide policies and decisions that affect the working life of the professional staff. They also provide a mechanism for professional staff to connect with, learn from, and build a stronger relationship with their colleagues.

Each year the Professional Staff Senate Awards Program recognizes individuals with a number of awards. The **Chancellor's Award for Excellence in Professional Service** is presented to individuals who have repeatedly sought improvement of themselves, their campuses and SUNY, transcending the normal definitions of excellence. Other awards include the Outstanding Service award and the Outstanding Service to the Professional Staff Senate award.

**Nominations for the Chancellor's Award are due Jan. 16, 2013.** Former School of Management staff member Lucy Kierejewski was granted the very first Chancellor's Award for Excellence in Professional Service in 2010. Why not give serious consideration to your School of Management colleagues and nominate someone for recognition. For more information on how to nominate a colleague, contact Anna Kedzierski at [kedziers@buffalo.edu](mailto:kedziers@buffalo.edu).

## What's in a Name?

Using the proper names for the University at Buffalo and the School of Management is extremely important so both our internal and external audiences have a clear and consistent impression of our identity.

Here are some reminders on the proper use of our school and university names in correspondence, notices and in your email signatures.

When referencing the School of Management, spell it out fully. Never use SOM.

- **School of Management (correct)**
- SOM (incorrect)

There are several ways to list the school and university on one line. If you put the university first, do not use a comma or apostrophe.

- **University at Buffalo School of Management (correct)**
- University at Buffalo's School of Management (incorrect)
- University at Buffalo, School of Management (incorrect)
  
- **UB School of Management (correct)**
- UB's School of Management (incorrect)
- UB, School of Management (incorrect)

If you refer to the School of Management first, use a comma before the university's name.

- **School of Management, University at Buffalo (correct)**
- School of Management University at Buffalo (incorrect)

Never use SUNY.

- **University at Buffalo (correct)**
- SUNY at Buffalo (incorrect)

## New Faculty Members

Five new faculty members joined the School of Management this fall. Please join us in welcoming them to our school.

### Department of Finance and Managerial Economics:

Veljko Fotak  
Assistant Professor  
236 Jacobs  
645-1541  
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Jerchern Lin  
Assistant Professor  
246 Jacobs  
645-1780  
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Sudhir Suchak  
Assistant Professor  
235 Jacobs  
645-1781  
[suchak@buffalo.edu](mailto:suchak@buffalo.edu)

Hongping Tan  
Associate Professor  
344 Jacobs  
645-3225  
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### Department of Marketing:

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645-5208  
[dmg33@buffalo.edu](mailto:dmg33@buffalo.edu)



## Check Out CEL's New Space in the UB Downtown Gateway

The School of Management's Center for Entrepreneurial Leadership (CEL) is now located in the UB Downtown Gateway at 77 Goodell Street in downtown Buffalo.

"The move to the UB Downtown Gateway on the Buffalo Niagara Medical Campus gives us dedicated space to strengthen the center and in turn benefit the region's entrepreneurs," says Tom Ulbrich, CEL's executive director.

"The move also puts us in close contact with many of the region's emerging life science companies as we strategically expand the reach of our activities through the recent [\\$525,000 investment](#) by UB and the School of Management."

Other UB Downtown Gateway tenants include the UB Office of Economic Engagement, UB Department of Family Medicine, the UB Regional Institute, UBMD, the physician practice plan of the School of Medicine and Biomedical Sciences, and UB's Millard Fillmore College, which offers continuing education for adults.

[Ctrl-click here to view an interactive 360 degree panorama of a CEL classroom.](#)



UB Downtown Gateway and Buffalo Niagara Medical Campus shuttle



CEL entryway



Conference room



Reception area

Photos by  
Kevin Manne