

INSIDE MANAGEMENT



GLOBAL POSITIONING FOR A WORLD OF BUSINESS

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Good news for the School of Management

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Virginia Best Bailey, AuD/MBA '11; students Matthew Weiner and Briana Janson in the undergraduate center.

Did you know?

After Buffalo, the U.S. cities where you'll find the most School of Management alumni are:

- New York
- Rochester
- Washington, DC
- Syracuse
- Los Angeles
- Atlanta
- Miami

The School of Management got a double dose of good news to start the spring semester.

The **Undergraduate Learning and Community Center** was recognized on Feb. 1 by AACSB International, the global accrediting body for business schools, as part of its Innovations that Inspire initiative.

Selected from more than 200 business schools in 35 countries worldwide, the school's undergraduate center was highlighted at AACSB's 2016 Deans Conference in Miami, as one of 30 innovations that represent how business schools are diversifying the educational environment and redefining how academic institutions create, teach, connect and lead.

The center opened last semester and, in its first semester alone, welcomed nearly 4,300 student visits, becoming an integral part of undergraduate life in the school. The center hosted more than 780 one-on-one tutoring sessions and workshops during fall 2015, and 100 percent of students who used the

tutoring services said they'd recommend them to their peers.

Two weeks later, **MilitaryTimes** ranked the School of Management as one of the best business schools in the country for military veterans.



The school is No. 35 among 77 schools on the list. It's the only school in the Buffalo Niagara region to make the list and is the highest ranked in the entire State University of New York system.

"Best for Vets: Business Schools 2016" ranks schools for their commitment to providing opportunities for veterans. MilitaryTimes weighs colleges' and universities' array of services, special rules, accommodations, campus culture and financial incentives for veterans through detailed surveys and comparative national data to arrive at the ranking.

Professional Staff Senate

By Mary Dahl

Upon hire, all state, research and UB Foundation professional staff automatically become members of the Professional Staff Senate (PSS), which was established in 1972 to represent nonteaching professionals in the University at Buffalo. According to its constitution, the “PSS shall seek an active role for the professional staff in the governance of the university, shall provide advice and counsel in administrative matters, and shall assist in the development of administrative policies and procedures.”

In more user-friendly terms, the PSS looks out for professional staff by assisting in policy decisions and encouraging staff interaction, development and recognition. The PSS accomplishes this through an organized system of committees, programs and general meetings. All staff members are invited to participate in committees based on your individual interest areas and how much time you'd like to commit. Committees include policy and governance, mentoring,

Upcoming PSS events

General Membership/Senate Meeting
Feb. 25, 3-5 p.m.
Center for Tomorrow

General Membership/Senate Meeting
March 24, 3-5 p.m.
Center for Tomorrow

PSS Annual Awards Luncheon
May 18, noon - 2 p.m.
Center for Tomorrow

PSS Professional Development Conference: “Change Your Game”
June 2, 8:30 a.m. - 4:30 p.m.
Ramada Hotel and Conference Center

sustainability and more. For a complete list of committees, visit pss.buffalo.edu.

PSS programs and events take place year-round and offer opportunities for staff to get to know one another and talk about common issues, such as diversity, sustainability, professional development, technology and even caring for elderly

parents. In addition to encouraging healthy and necessary conversations about such topics, these programs are a way to share and develop solutions through a variety of fun and inspiring ways, including potluck and brown bag lunches, conferences and fairs.

I was oblivious to my membership until a colleague encouraged me to attend the biannual PSS staff development conference. Afterward, I joined the Staff Development Committee and recently switched gears to the Sustainability Committee. Active PSS participation has been a way for me to meet professional staff from all over UB, familiarize myself with resources available to our School of Management staff and students, and play a positive role in building the university community. There's something for everyone.

Grammar Corner

8 tips for sharper proofreading

By Matt Biddle

You've written a stellar piece of content, adhered to School of Management style guidelines and think you're ready to post. Not so fast—before it goes live, all content needs a thorough proofread to check for spelling and grammar, clarity, accuracy, style and formatting. Here are eight helpful tips I follow when proofreading my work:

- 1. Take a break.** Particularly after working on something for several hours, I'm often too invested in my writing to see my own mistakes. If time allows, come back the following day (or at least a few hours later) and errors will be more obvious.
- 2. Read it aloud.** Sometimes things that look correct on paper strike a different chord when said out loud. While your colleagues might wonder why you're talking to yourself, reading your work aloud will help you catch more mistakes.
- 3. Read it backwards.** Sometimes, we don't read what we wrote, but instead see what we *meant* to write. By starting with the last sentence and reading each one by

itself, isolated from the rest of the text, you're less likely to skip over errors.

- 4. Print it out.** Reading on paper can be less distracting than reading on a computer screen and allow you to concentrate better, whether you're doing a first pass for overall effectiveness (are you conveying your message clearly?) or checking for minor errors like misplaced commas.
- 5. Don't rely on spell check.** Microsoft Word can't verify if dates, job titles, email addresses, names or street addresses are correct, so pay special attention to these items when proofreading. Also, check that you've used homonyms properly ([here's a comprehensive list](#)) and that alumni degree information is correct.
- 6. Forget anything?** I recently received an invitation missing the most crucial detail—the date of the party. Consider things you might have omitted—for example, contact information, links or an event date and location—and verify their accuracy.



- 7. Phone a friend.** Always have at least one other person review your work before you post or send it. We include this rule on our [Style Guide](#) and follow it for every piece of content that goes on the website.
- 8. Repeat, repeat, repeat.** Keep going over your content until you don't find any errors. It can be helpful to make several passes, checking for different kinds of errors each time. For example, focus on overall format and meaning first, then spelling and punctuation, and finally facts and broken links.

Tech Tips



Let's talk about phishing

By Denise Adamski

We have all received an email that appears to be legitimate or from someone we know, but in actuality is a scam, called “phishing.”

What is phishing? It is the attempt to acquire sensitive information—such as usernames, passwords and bank account or credit card information—for fraudulent use by tricking you into believing the message is from a person or organization you're familiar with.

There are many ways to identify a phishing attempt. Hover your cursor over the “From” name and any links to see the actual email address and the full link destination, respectively. (For example, if an email claims to be from “Key Bank,” hover your cursor over the name; if it the entire email address is not Key Bank, delete it immediately.) If an email wants you to update personal information or requires immediate attention, those are other red flags.

To see recent UBIT security alerts, visit buffalo.edu/ubit/news/alerts/ubit-security.

If you're unsure about an email—not a spam or junk email, but one that's prompting you to change your password or give your personal information—contact **Dave Costello** or **me**. Do not proceed any further with the email—do not open it or download any attachments.

If you do act on an email that was a phishing attempt, immediately change your UBIT password and report the phishing attempt to abuse@buffalo.edu. Obviously, if you gave out your credit card or financial information—or worse, your Social Security number—you should contact your bank and/or credit card companies and put a lock on your credit report.

Staff members earn CPR certifications



In January, 30 staff members earned CPR certification and were trained to use a defibrillator during emergency situations.

Participants learned how to administer CPR, help choking victims and operate an automated external defibrillator (AED) for three age groups: adults, children and infants. The course included hands-on practice, as well as videos and lecture.

AED units are located on each floor within the School of Management: next to the elevator on the lower level and the second and third floors, and on the first-floor hallway between Jacobs and Alfiero Center near Tim Hortons.

The Information Technology and Facilities Office is considering hosting another course later this spring for those who missed this opportunity.

Survey says...

Here's what the Inside Management team learned from our latest survey: You like us, you really like us!

The majority of respondents felt the length and frequency of the newsletter was just right, and 86 percent of you read most or all of every issue.

You told us that introductions to new staff and School of Management news were the most important types of articles—and the two with which you were most satisfied. The picture page, Tech Tips, other staff profiles and Grammar Corner also rated highly in both importance and satisfaction.

Less important was UB news, likely because other publications—like the UB Reporter—do a great job of informing us of larger university initiatives and issues. As such, expect to see less general information in future issues, unless it's of high importance or related to our staff.

Thank you to all who responded and to all who contribute to each issue of the newsletter. If you'd like to get involved—or just have an idea, photo or news item to share—contact Matt Biddle at mriddle@buffalo.edu.

Spring School of Management events

Coffee with Colleagues

Feb. 25, 9-10 a.m.

Third Floor Atrium, Alfiero Center

Smart Business Practices Seminar: Servant Leadership

March 17, 7:30-9:30 a.m.

106 Jacobs

Presented by Assistant Professor Jim Lemoine, this workshop will define servant leadership and how it differs from other management styles. **Register by** March 15.

SSCC's Spring Lunch and Learn

March 29, noon-1:30 p.m.

130 Jacobs

Enjoy pizza with your colleagues.

Military Preview Day

April 1, 1-5:30 p.m.

102 Alfiero Center

Undergraduate Open House

April 2, 10 a.m.-1 p.m.

Jacobs and Alfiero Center

Includes tours, presentations, info sessions and the DEAL Expo.

Coffee with Colleagues

April 27, 9-10 a.m.

Third Floor Atrium, Alfiero Center

The CRC goes curling

By Caitlin Rush

The Career Resource Center (CRC) took a unique approach to our annual holiday gathering this year. On Dec. 17, we braved the Buffalo weather and made our way to RiverWorks for a fun-filled afternoon of curling. After a delicious lunch, our group of novice curlers was ready to hit the ice. We received a brief lesson from Andy, and then it was time to curl. After a little practice, we all got the hang of it and the fun really began. Since none of us had ever curled before, it was a fun experience and a great way to wrap up the semester and enjoy some time out of the office.



Bridgett Green and Sheila Toomb.



Dan Wolfe ready to play!
And on the ice...



**See the CRC
in action!**
For a video of our
curling experience, visit
bit.ly/crcgoescurling.

From left: Pam
Krakowiak, Gwen
Appelbaum,
Roslyn Colon,
Caitlin Rush,
Melissa Ruggiero
and Sheila Toomb.

