



Tips, Tools & Techniques

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Service Certainty

Reassure customers - even when you're not certain how to proceed - by responding with confidence to their request and queries.

Instead of saying "I'm new" or "I don't know," say "I'm not familiar with that situation, so I will find someone who knows the best approach to take." That response lets customers know that you are going to help them find the answers they need.



Adapted from Communication Briefings, April 2008

"Miracles start to happen when you give as much energy to your dreams as you do to your fears."

Richard Wilkins, writer

What Do I Really Want?

End arguments before they begin. Ask yourself this question before you respond to an angry accusation or cheap shot: "What do I really want?" An emotional or defensive response will not deliver the results you need.

Adapted from Communication Briefings, April 2008



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Can Your Lifestyle Stand Up to Stress?

Many people use junk food and retail therapy to deal with stress, but those coping skills cause more problems than they solve. Use this test to determine how well you handle stress - and to learn better ways to keep stress from ruining your day.

Give yourself:

1. 10 points if you are surrounded by a supportive family. _____
2. 10 points if you actively pursue a hobby. _____
3. 10 points if you participate in a social or activity group more than once a month. _____
4. 15 points if you are within 10 pounds of your "ideal" body weight. _____
5. 15 points if you practice some form of "deep relaxation" at least five times a week, including meditation or yoga. _____
6. 5 points for each time you exercise for at least 30 minutes during the week. _____
7. 5 points for each healthy meal you eat during an average day. _____
8. 5 points if you do something you really enjoy and which is "just for you" each week. _____
9. 10 points if you have a place in your home where you can be by yourself. _____
10. 10 points if you practice time management techniques daily. _____

Subtract:

11. 10 points for each pack of cigarettes you smoke during an average day. _____
12. 5 points for each day you use chemical substances to help you sleep. _____
13. 10 points for each day you use chemical substances to reduce anxiety. _____
14. 5 points for each evening during an average week that you bring work home. _____

If you scored "115", you are an expert at dealing with stress. However, most people fall into the 30 to 50 point range. Use the items above to adjust your habits until you increase your score.

Best: Aim to bump your score by 10 points every few months. As you learn new methods for combating stress, you'll find that even tense situations can't get you down.

Adapted from Customers First, Volume 13, Issue 6

Access Terminology

TEACHER



CORNER

Here's a few terms to help you feel more comfortable in Access:

Tables - for storing data.

Queries - for finding and retrieving data.

Forms - for viewing, adding, and updating data in tables.

Reports - for analyzing or printing data in a specific layout.

Data Access Pages - for viewing, updating, or analyzing the database's data from the Internet or an intranet.

Macros - for viewing and creating macros for automating tasks.

Master Apostrophe

Choose the correct version among the following. Does the phrase need an apostrophe - and if so, where?

1. Teachers lounge.
2. Teacher's lounge.
3. Teachers' lounge.

It depends. Those who choose 1 say it is correct because as times change, punctuation tends to disappear. Many expressions that used to have apostrophes have lost them.

Others will argue for 2, suggesting that the lounge is intended for the use of individual teachers and that because right of use implies possession, an apostrophe is required before the "s." Of course, 3 has proponents as well, and their arguments fall along the same lines, with the difference being that because the lounge belongs to all the teachers collectively, the apostrophe should fall after the "s."

Our opinion: If the apostrophe implies *of* or *belonging to*, keep it in the phrase. If the apostrophe implies *for*, omit it. Keep in mind, the jury is still out on this, and usage varies, so choose the variation least likely to confuse your readers. We like Teachers lounge.

Adapted from the April 2008 issue of Communication Briefings with assistance from Dr. Jean Reynolds, P.C.C. English professor

Book Review

Quiet Strength

By: **2007 Coach of the Year**
Tony Dungy



When Tony Dungy led the Indianapolis Colts to victory in Super Bowl XLI - and made history as the first African-American coach to win the big game - millions of people, amazed by the success of his quiet, authoritative leadership style, wondered: how does he get it done?

In the pages of this fascinating memoir, Tony Dungy reveals the secrets to his success - principles, practice, and priorities that kept him on track despite overwhelming personal and professional obstacles, including firing, stereotyping, and the tragic loss of a child.

In the face of so much adversity, Tony has not only survived but has risen to the very top of his profession in a way that's won the respect of fans, players, and even his competitors. His thoughts on leading, succeeding, and attaining true significance will inspire you to take a long, hard look at the things that really matter most in your own life.

Located in the OED Resource Library for your convenience

Evaluate Training

Have you found that you've attended an OED training class only to wish you could share some of the experiences with your teammates? Ask your supervisor if you could draft a form to post in your work area that would address some of the following areas.

- * *Highlights of the course*
- * *What did the experience teach you?*
- * *How will it improve your function on your team?*
- * *What new skills or abilities have you acquired?*
- * *What insights into the team organization and industry have you gained?*
- * *Was the activity worthwhile?*
- * *If you could pick the next training/learning session what would it be?*

If this form was adopted and used by members of your team attending training sessions, nuggets of information could be shared among teammates. This transfer of ideas from the classroom to the worksite motivates employees to try new things and also provides ideas for future development activities.

Adapted from Team Briefings, February 2007