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# The BRIDGE

**BREAKING SILOS, BRIDGING GAPS**

## CLPD WELCOMES JULIE CARROLL

We are pleased to introduce Julie Carroll, who joined our team in January as an Intermediate Training Specialist. Julie spent much of her career in the managed care, non-profit behavioral health field, first as a Child/Family Therapist and Clinical Supervisor, and later as a Training Specialist and Administrator, in both Arizona and New Mexico. She has also consulted privately to provide professional training development, writing, and editing services. Julie brings a bachelor's in psychology, master's in education, and certification as a Licensed Professional Counselor, all of which have informed her 25 years of learning and professional development expertise.

Julie has lived in Las Cruces since 2013. Her husband, Dr. Kenneth Carroll, is a professor in the NMSU Department of Plant and Environmental Sciences and their teenager, Cooper, is currently a Junior at Las Cruces High School. Julie is proud to have lived in many different regions of the United States before establishing roots in New Mexico. She spent her early childhood in Alabama and South Carolina; attended high school, college, and graduate school in Ohio; resided for short periods of time in New York, Tennessee, and Washington; and lived for many years in Arizona. She says when she discovered New Mexico, she knew she was finally home. (#NMTrue) In her spare time, Julie likes to enjoy the beautiful desert vistas and local food, travel, ski, and spend time with her pets, family, and friends.

In her current role with NMSU, Julie will leverage her knowledge and abilities to help assess, develop, and implement training opportunities of all kinds and support the overall CLPD team mission. Over the last few months, she has been busy learning about NMSU's training processes, protocols, culture, and needs, and meeting our community of departments and team members.

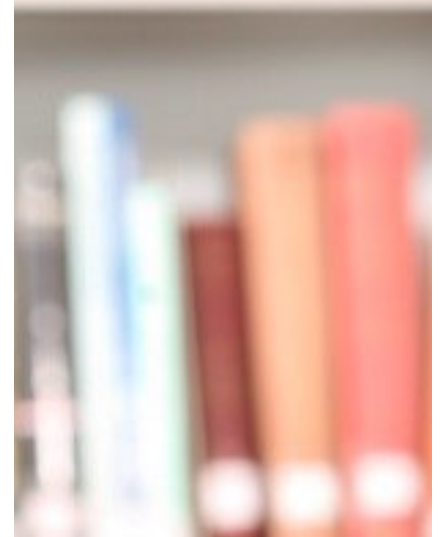
Please join us in giving her a warm Aggie welcome!

**–Dr. Vanetta Busch**



## The Good News About Change!

According to Hiatt (2013) in his book, *Employee's Survival Guide to Change*, "You are not a victim of change. Change involves personal decisions and the actions you take will have a direct impact on the outcome you experience. In other words, you are in control of how you respond to change" (p. 16).



## INSIDE THIS ISSUE

Employee Engagement.....	2
What is Your Purpose .....	2
2024 Organization Development Update .....	2
Administrative Assistant and Professionals' Day .....	3
Celebrating Administrative Assistants .....	3
10 Administrative Professionals Who Became Famous.....	3
Employee Trainings.....	4
Leadership Trainings.....	4
Exemplary Administrative Leaders.....	4

## SPECIAL POINTS OF INTEREST

NMSU will host an Administrative Professionals' Day celebration and workshop on:

**April 24, 2024 from 1:00-5:00pm.**

See page 3 for more information!

# EMPLOYEE ENGAGEMENT –JAGAN BUTLER

Employee engagement reflects employees' enthusiasm and dedication towards their roles and can directly effect an organization's success. Dorie Clark and Alexis Redding present strategies to enhance engagement in their article, "[4 Ways to Boost Employee Engagement](#)".

The **first strategy is ensuring that employees feel seen.** Employees need to be recognized and valued for their unique contributions. This includes cultivating a culture where employees establish workplace friendships and connections. This strengthens their sense of belonging, which supports engagement.

The **second strategy is creating ways for employees to have a voice.** This involves promoting communication and feedback opportunities. However, an organization must also empower its leaders to act on these ideas and suggestions, or engagement will falter.

The **third strategy addresses employees' need to be valued and recognized,** for what they accomplish as well as other

traits, such as character or personality. This should be more than just awards ceremonies—employees must regularly feel valued and affirmed in the workplace.

The **fourth strategy is encouraging and supporting growth.** When an organization shows interest in an employee's long-term growth and development, it signifies that they matter.

Leaders who provide personalized guidance and skill development opportunities demonstrate that the employee is valuable and has potential. Applying these strategies increases organizational commitment, loyalty, and employee engagement.

We can each help by making friends; communicating our needs, interests, and opinions; and offering feedback. When our co-workers and colleagues accomplish something, we can appreciate them for what they do and who they are.

Together, we make NMSU better.

## 2024 Organizational Development Activities

There has been an increase in departmental trainings. So far, we have conducted the following departmental trainings...

\*\*\*\*

Introduction to Communication  
Communication Principles and Barriers  
Using Everything DiSC Catalyst  
5 Behaviors of an Effective Team Member  
Introduction to True Colors  
Managing Gossip in the Workplace  
Facilitating Retreat  
Living and Thriving Through Change

**Invite us to your next department meeting to upskill your workforce.**

## WHAT IS YOUR PURPOSE – JENNIFER (JENN) GABEL

“Stay focused on your mission, remain steadfast in your pursuit of excellence, and always do the right thing.” –Mark Esper, former US Secretary of Defense

You probably know that having mission, vision, and value statements are standard components of your strategic plan. They are written to provide a blueprint for building the organization. Mission statements define *what* you do. Vision statements provide the destination; the *where*. By understanding your mission and vision, your team can quickly evaluate opportunities and protect against threats. Values are the shared characteristics that define your organization; *why* you do what you do. Together values, mission, and vision make up the **guiding principles** of your organization. They provide a sense of purpose and direction.

Did you notice that *how* is not in these descriptions? The processes and procedures that enable you to meet your mission and vision will change; it is the nature of business. Technology changes, people come and go, and improvements are implemented. Imagine if you had to rewrite mission statements every time something changed. The *how* is important, but it is not a part of the guiding principles.

When an organization considers a significant change, such as reorganization, it is a good opportunity to review its mission, vision, and values. This will ensure changes align with your guiding principles and that you are still on the right track. If you need help redefining your mission, vision, and value statements, CLPD Organizational Development Services is here to guide you through the process.

## CELEBRATING ADMINISTRATIVE ASSISTANTS — JAGAN BUTLER



### Administrative Professionals' Day – April 24th

Administrative Professionals' Day has a history dating back to the mid-20th century. The day is meant to celebrate the contributions and hard work of administrative assistants, secretaries, receptionists, and other administrative support professionals.

Administrative professionals are the backbone of an organization. Their job is complex and requires managing multiple tasks, such as creating POs, ordering supplies, paying bills, managing files, entering data, hiring and supervising student employees, answering the phones, the list goes on and on... They are often the first person customers see and the service they provide leaves a lasting impression of the department and organization.

As a focal point of a team, their work has a direct impact on the productivity of the department they serve. They are essential to NMSU's success, and it is no wonder that over the last 10 years, 7 administrative professionals have been selected for the Stephen W. and Robert E. Roberts Memorial Staff Award, which recognizes faculty and staff for their dedication and outstanding service to the university.

*“No one is more cherished in this world than someone who lightens the burden of another. Thank you.” –Joseph Addison*

## RECOGNIZING ADMINISTRATIVE PROFESSIONAL SUCCESS — JULIE CARROLL

Administrative professional work is a focal point of every team, with a direct impact on departmental productivity. These staff are essential to NMSU's success. Over the last 10 years, 7 administrative professionals have been selected for the Stephen W. and Robert E. Roberts Memorial Staff Award, which recognizes faculty and staff for their dedication and outstanding service.

CLPD would like to give a big shout out to the amazing administrative professionals who have been selected, and many more who were nominated in the past.

Help celebrate this day by telling administrative professionals how much you appreciate all they do, for you and NMSU!

**2022 - Monica J. Lury**, Administrative Assistant for Northern District Office Cooperative Extension Service

**2021 – Gena Barela**, Executive Assistant for the Vice Chancellor and Strategic System Services

**2020 – Albertina “Tina” Lujan**, Administrative Assistant Associate for Facilities Support Department

**2019 – Alma Mesa**, Senior Administrative/Fiscal Assistant for TPAL Department

**2017 – Carol Dyer**, Administrative Assistant, Intermediate, Department of Chemical & Materials Engineering

**2015 – Susan DeMar**, Administrative Assistant, Geography Department

**2014 – Barbara Burrell**, Administrative Assistant, Department of Anthropology

### 10 Administrative Professionals Who Became Famous

1. **Joan Rivers**  
Comedian, Producer, Writer
2. **Jeremy Bernard**  
White House Social Secretary
3. **Helen Gurley Brown**  
Author, Publisher
4. **Carly Fiorina**  
CEO of Hewlett-Packard
5. **Ursula Burns**  
CEO of Xerox
6. **Bette Nesmith Graham**  
Artist, Inventor
7. **Evelyn Lincoln**  
Secretary of John F. Kennedy
8. **Rosa Parks**  
Civil Rights Activist
9. **Barbara Walters**  
Broadcast Journalist
10. **Naomi Judd**  
Singer, Producer, Actress

# EMPLOYEE TRAININGS

## CUSTOMER SERVICE

Are you a Customer Service Ambassador for NMSU? Exceptional customer service is a feeling and whether the customer leaves with a good or bad feeling depends on you. This informational and interactive workshop explores the fundamentals of communication, the basics of Customer Service, and what it means to be a Customer Service Ambassador.

Dates Offered	Times	Type	Registration Link
04/02/2024	2:00 p.m.—4:00 p.m.	Virtual	<a href="https://bit.ly/CSer040224">https://bit.ly/CSer040224</a>
04/25/2024	1:30 p.m.—3:30 p.m.	Instructor-Led	<a href="https://bit.ly/CS042524">https://bit.ly/CS042524</a>

## MANAGING GOSSIP IN THE WORKPLACE

Sustaining a positive workplace is everyone’s responsibility. One way to nurture a great culture is by managing office gossip. This class offers employees a clear definition of what gossip is, an understanding of the damage it does, and strategies to help you manage gossip in your own office.

Dates Offered	Times	Type	Registration Link
04/05/2024	1:30 p.m.—3:30 p.m.	Virtual	<a href="https://bit.ly/MGW040524">https://bit.ly/MGW040524</a>
04/16/2024	10:00 a.m.—12:00 p.m.	Instructor-Led	<a href="https://bit.ly/MGW041624">https://bit.ly/MGW041624</a>

# LEADERSHIP TRAININGS

## LEADERSHIP ASSIMILATION LAB: Take a Break and Collaborate

The leadership assimilation lab provides a place where current NMSU leaders can bring their people or task-related problems, collaborate with other leaders in problem-solving techniques, and practice implementing the solution in a safe space.

Date Offered	Time	Type	Registration Link
04/17/2024	1:30 p.m.—4:00 p.m.	Instructor-Led	<a href="https://bit.ly/LA041724">https://bit.ly/LA041724</a>

# THE EXEMPLARY ADMINISTRATIVE ASSISTANT “LEADER”

Administrative Assistants, whether associate, intermediate, or executive, play a vital role within an organization. My first role working in higher education was an administrative assistant for the president of Bennett College, NC; later the secretary for the NASA MASTAP program; and then finally an Executive Assistant for the Director for Housing.

Initially, I thought I would stay in the role of an admin for life, because I loved helping people, but I equally loved teaching so my career aspirations led me move on. Although my career path led me out of the role, I developed some amazing skills. I learned how to channel negative experiences and communication into positive outcomes, and thus, I “pumped” positive information into my department. I viewed myself as the heartbeat of the department I worked in. I learned how to grow emotional intelligence in myself and others. These transferable competencies launched me forward as a professional.

One of my biggest success stories includes mentoring. While working as a project director for the 21<sup>st</sup> Century Community Learning Center, my then-secretary is now serving as the Assistant Dean for a University in Delaware.

An exemplary secretary, administrative assistant, or executive assistant can make a leader's job easy... or hard. In addition to being a heartbeat, they can become the right hand, and additional set of eyes and ears for a department. More importantly, they can influence so many things.

According to the American Society of Administrative Professional’s certification program, administrative professionals have strong interpersonal communication, project management, computer and internet technology, and management skills. These are similar skills that leaders need to possess.

As we celebrate administrative assistants this month, I want to highlight high performing administrative assistants who are now part of the 2024 Aggie Leadership Training Academy: **Dustie Beavers**, Administrative Assistant for the School of Hotel, Restaurant and Tourism management in the College of ACES; **Kari Bellavita**, Administrative Assistant for the Graduate School, and **Rene Samaniego**, Administrative Assistant for Aggie Health and Wellness.

- *Dr. Vanetta Busch*



If you have IDEAS for the BRIDGE, please click here!

<https://forms.office.com/r/7wvvZv9Fxi>

Thank you for your support!