



SASI

Support All Staff Involvement

Division of Student Development and Enrollment Services

University of Central Florida





The Unveiling
at the **SDES INstitute**



What Is SASI?

- ▶ SASI - Support All Staff Involvement
- ▶ Comprised of USPS staff members
- ▶ Dedicated SDES USPS staff members devoting their time to helping other USPS staff reach their potential



Benefits

- Professional and personal growth
- Interpersonal relationships
- Promotes a healthy attitude
- Sense of teamwork and unity
- Increases motivation, productivity, and decision making
- Transparent and open communication
- Reduces stress
- Mutual respect
- Improves customer service
- Promotes creativity
- Inclusion within SDES



THE UNVEILING

<http://www.sdes.ucf.edu/sasi>





Building Positive Office Relationships

SDES INstitute

Presented by SASI: Carolyn Standner & Cheryll Kinlaw

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Developing Your Interpersonal Relationships

- Benefits of a positive work environment
- Teamwork and collaboration
- Communication



Benefits of a Positive Work Environment

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Teamwork and Collaboration

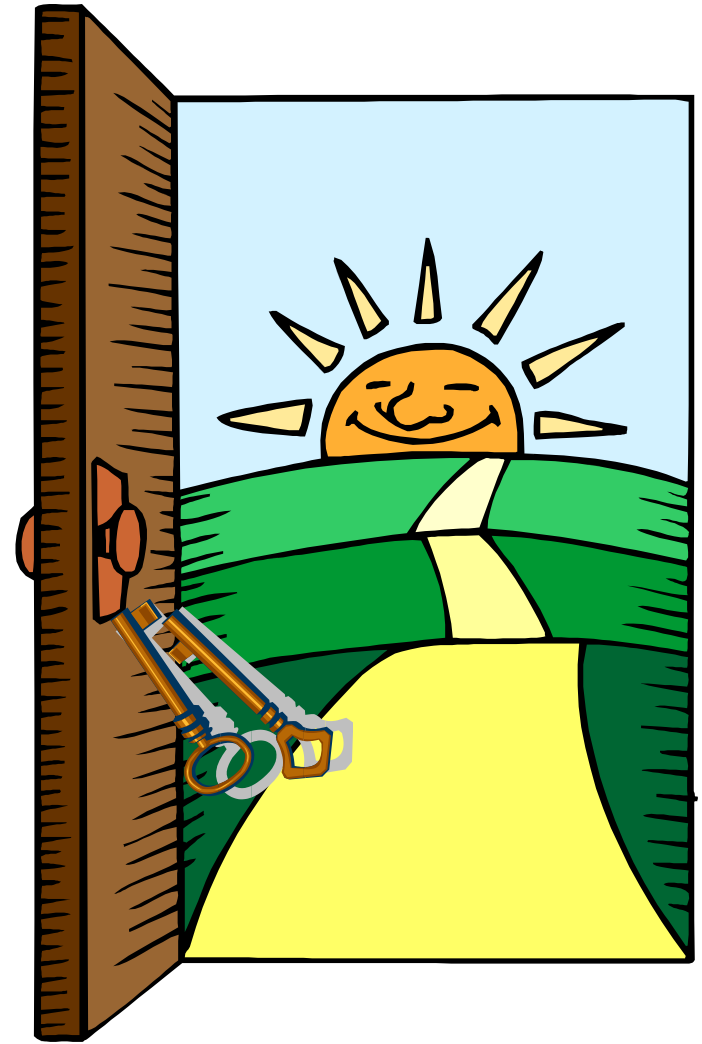
- Sense of harmony and team spirit
- Trust of colleagues
- Willingness to assist others
- Encouragement and problem solving
- Team focus



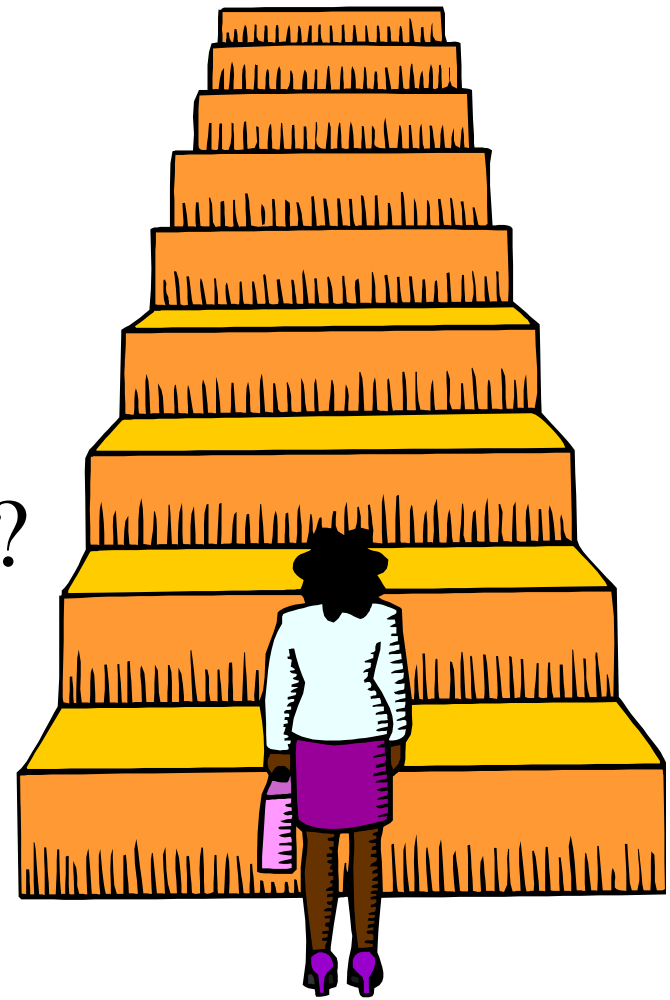
Effective Communication

- Listen
- *SILENT*
- Share information
- Written/verbal
- Direct
- Eye contact

Thank you and please are two little
keys that opens the
door to happiness.



What are the
challenges in creating a
positive work environment?



Do You Know This Person???



Antagonist: Is rude and unpleasant to co-workers and students.

Blameless Bud: Always has an excuse for everything.

Whiner: Complains no matter what he or she is asked to do.

Thumb-Twiddler: Lacks motivation and initiative.

Insubordinate Subordinate: Challenges you in front of other workers and managers.

Tortoise: Shows up late or not at all.

Amy Attitude: Has a negative attitude that brings everybody down.

Hand-Holder: Needs constant supervision.

Early Retiree: Has been around awhile and is beginning to practice on-the-job retirement.

Clock-Watcher: Refuses to work even a minute beyond “quitting time” – even during deadline crunches.

Characteristics of a Good Staff Member

- Well organized
- Dependable
- Honesty and integrity
- Positive and proactive attitude
- Flexible
- Effective Learner
- Diplomatic
- Good communicator
- Self Motivated
- Respectful
- Resourceful
- Asks questions for clarification
- Anticipates needs
- Works independently
- Interested in the plans and goals of the organization
- Functions well under pressure
- Hard worker
- Team player

When people respect someone as a person, they admire them. When they respect them as a friend, they love them. When they respect them as a leader, they follow them.

(John Maxwell)



Employee Prayer

“Please, help me do my work well; to have the memory of an elephant; by some miracle to be able to do five things at once – help four students while typing a letter that ‘must go out today’. When the letter doesn’t get signed until tomorrow, please give me the strength to keep my mouth shut.”

“Please, never let me lose my patience, even when the boss has me searching the files for hours for the report that is later discovered on his/her desk.”



Employee Prayer

“Help me to read her/his mind, read his/her handwriting, and carry out all instructions, without any explanation.”

“...and please, when the year ends, give me the foresight not to throw out records that will be asked for in a couple of days, even though I was told emphatically, ‘Destroy these – they are cluttering up the place.’ Amen



Characteristics of a Good Supervisor

- Mentor
- Honest
- Focused
- Appreciative
- Respectful
- Confident
- Integrity
- Compassion
- Collaborative
- Empowering
- Communicative
- Genuine
- Supportive
- Consistent
- Sense of humor

WHY AREN'T YOU WORKING ?

I DIDN'T SEE YOU COMING !



...the coffee machine is broken...



SDES Values All Employees

- Role and responsibilities
- Goals for the organization
- Shared Values
- Inclusion and diversity



Why Was That Exercise Important??



- ▶ “No table on earth stands without legs.”

Jimmy Moore

former UCF employee

- ▶ Every employee provides support to SDES and UCF.

Q&A'S



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