**December Calendar of Events**

- **December 1**
  - Child Behavior & Guidance (Pt. 5) Research & Resources - CENTRA
- **December 2**
  - Healthy Communities 101 - TBA
  - Michael 4 Safety Oilfield Safety - Blaine County Fairgrounds
- **December 3**
  - Adolescent Development CORE - Cleveland County Extension Office - Norman
- **December 8**
  - Public Speaking Skills - Stillwater
  - NE District FCS In-service - TBA
- **December 10**
  - 4-H Volunteer Core Competencies Introduction to Units 1,2,3 - Oklahoma County Ext. Auditorium
- **December 11**
  - Cooperative Conversations: Buying A Computer - CENTRA
- **December 15**
  - OSU Winter Crop School - Stillwater TBA

**‘Tis the Season...**

- To be considerate of the diversity of cultures at your workplace. Not everyone celebrates the holidays the same way. Some people do not even celebrate it at all. Therefore, be mindful of your co-workers’ beliefs and customs, and try not to offend anyone by forcing your beliefs on them.

- To avoid allowing the stresses of holiday gift-giving affect your budget. In other words, be reasonable with your gifts. While this may apply to the general gift-giving practices, the workplace is unique because we have to deal with the decision of whom to give presents to without causing people to feel left out, living with the idea that if we do leave someone out, we are forced to deal with the consequences of seeing the same person for the rest of the year. Secret Santa is a perfect way to maintain equality in office gift-exchanges, as well as setting a budget for the presents in order to avoid going overboard.

**Send us Your Exchanges**

We’d love to hear from you! Please contact us with any feedback. All efforts will be made to include your ideas in *The Extension Exchange*.

- **Email:** joyce.martin@okstate.edu, dianne.c.tordillo@okstate.edu
- **Phone:** (405) 744-7969

**In this issue...**

- ‘Tis the season...
- Ethical Communication
- Look Who’s Wearing the New Extension Apparel—*with pictures*
- An “Oh Dear!” Moment
- More training opportunities
- Some of YOUR Exchanges
- Wise Owl Words of Wisdom

**and lastly...**

- To know that you can still be professional when expressing your excitement for the holidays. No need to decorate desks and offices with Christmas lights or going to work dressed in a red Santa-esque jumpsuit.

- To maintain a healthy lifestyle amidst all the scrumptious holiday treats and tempting moments to overeat. Yes, the cold weather causes a desire to stay in and switch the body off to inactive mode, but find ways to stay fit by formulating cold-weather work out sessions.
The Right and Wrong in Communication

Gossiping, lying, and complaining. All three are perceived negatively in society, and ironically, all three are very much a big part of communication—in this case, unethical communication.

There are two contrasting sides to many things, and communication is one of them.

Many times, when people bring up communication, we think progress, productivity and success. Without it, we obviously cannot accomplish much in jobs that demand cooperation and contact with other people.

Communication, however, with its endless list of mediums, experiences a downturn when used unethically. This could range from indirectly addressing a problem with a coworker by talking about it with another, or yelling argumentatively to get a point across instead of being rational.

Because Cooperative Extension’s basic mission is to “extend” its research and educational programs to address the public’s needs, the quality and effectiveness of communication is critical for bringing its knowledge, practices and expertise to local communities.

So, let us now guide our focus toward fostering an ability to ethically communicate with others.

You will get more of a sense of ethical communication in the next few pages as we share some highlights learned from a previous program held at OSU several years ago. The title of the program was Collaborative Communication Skills, a Leadership Development Core Program with speaker Kerry Robertson-Kerby.

“The most important single ingredient in the formula of success is knowing how to get along with people.” -Theodore Roosevelt

The way we are perceived and trusted when communicating with others depends on three factors:

- 55% depends on non-verbal communication (non-verbal skills)
- 38% depends on tone of voice
- 7% depends on words

Therefore, it is not always about what we say, but how we say it that counts!
We advocate truthfulness, accuracy, honesty and reason as essential to the integrity of communication.

We endorse freedom of expression, diversity of perspective, and tolerance of dissent to achieve the informed responsible decision-making fundamental to a civil society.

We strive to understand and respect other communicators before evaluating and responding to their message.

We promote access to communication resources and opportunities as necessary to fulfill human potential and contribute to the well-being of families, communities and society.

We promote communication climates of caring and mutual understanding that respect the unique needs and characteristics of individual communicators.

We condemn communication that degrades individuals and humanity through distortion, intimidation, coercion and violence, through the expression of intolerance and hatred.

We are committed to the courageous expression of personal convictions in pursuit of fairness and justice.

We advocate sharing information, opinions, and feelings when facing significant choices while also respecting privacy and confidentiality.

We accept responsibility for the short and long term consequences for our own communication and expect the same for others.

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**NCA Credo for Ethical Communication**  
(approved by the NCA Legislative Council in 1999)

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**Ethical communication is comprised of many things...**

**Listening**—There are several levels of listening in general, including impatient listening, and hearing-more-than-listening. Professionally, to listen with acknowledgement is preferred. It displays a level of reassurance that indicates that a person is doing more than just hearing what another has to say. It is a way to bring focus on the topic of conversation, and allows for a better understanding of the issue, prompting feedback.

Source: Collaborative Communication Skills, Leadership Development Program

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**8 Ways to Help Others Effectively Listen**

- Use their names to pull them in a conversation.
- Ask for cooperation rather than telling or demanding.
- If necessary, repeat yourself patiently.
- Ask the listener to repeat what you said.
- Point it out if you see they are not listening.
- Stop talking to emphasize that another conversation is going on at the same time—the silence will quiet others.
- Explain the importance of what you are saying.
- Write out your message and review it with the listener.

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“You have two ears and one mouth. Listen twice as much as you talk!” - Unknown
Body language is key...

Positive body language gives off a positive response, therefore, increasing the likelihood of the effective transmission of messages. Handshakes, gazing tentatively, crossing your arms, and resting your head in your finger tips, are all body language that insinuate different messages. If you offer a handshake to someone, it means you are accepting the introduction and will acknowledge them in the future. If you rest your head in your finger tips during a conversation, others might think that you are either bored or tired of listening. Try to be mindful of your actions when interacting with others. Remember that actions are a form of communicating as well.

Source: Collaborative Communication Skills, Leadership Development Program

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.”

- Anthony Robbins,

Phone, Voicemail & Email Communication Tips

Consider 5 for Great Voicemail Messages
1. Speak slowly and clearly, especially when leaving your name and number—leave your telephone number at the beginning and at the end of your message.
2. Keep messages short, preferably at 1 minute.
3. Consider time zones if returning calls—state the day and time.
4. Sound lively—your voice is being recorded but you do not have to sound like part of the recorder.
5. Be polite—Thank them for calling or wish them a great day.

Use the EAR Method for Complaint Calls
E = “Empathize” with the person—say you understand
A = “Apologize” and acknowledge their problem
R = “Responsibility” is yours—let them know you will handle it

Learn Some NETiquette—Tips for Email Messages

- Avoid using all capital letters—net lingo implies that all capital letters are the same thing as yelling in person
- Use salutations and a closing, complete with contact information. Great closing statements include Sincerely, Best Regards, Thanks for Your Time, etc.
- Keep subject lines brief, but descriptive
- Attach documents first before writing the email that explains the attachment—people often forget about the attachment after writing their message
- Re-read your email before sending—spell check can so easily miss a word.
The NE District Secretary Meeting was held in Tulsa last month. Thanks to Scott Wilson of the DASNR Tech. Services & Support, for sending such great pictures!

The spankin’ new logo apparel items are still available, if you are interested in ordering. We can’t, however, guarantee discounted group prices.

If you have any pictures or stories to share about any programs or events that you have been a part of, send them to Staff & Program Development at dianne.c.tordillo@okstate.edu or joyce.martin@okstate.edu

Lookin’ Good in Denim!

Wanda Stephens (Washington County) and Kathy Smith (Wagoner County) were good sports and tried on these denim shirts.

Congratulations to both of them for receiving their service pens!

In the top right picture is Wanda Stephens receiving her 25-Year Service Pen. To the right is Kathy Smith being awarded her 10-year service pen.

Brenda Miller, NE District FCS Program Specialist, presented both awards.
Jeanie Moore (Nowata County) shows off her new Extension logo pullover shirt...

(L-R): Greta Wilson (Tulsa County), Beth Acree (Wagoner County), and Shirley Wilson (Okfuskee County)

Fashion accessories from caps to bags, this trio shines!

...and appealing aprons for Greta Wilson (Tulsa County) and Andrea St. John (Rogers County)

Go Extension!

More Logo Apparel...
Left:
Jan Chaney (Mayes County) and Donna Richard (Ottawa County)

Below:
Candid shots of the NE District Secretary Meeting group, mingling and having a great time!

What a Great-looking Group!

REMINDER

Extension Conference
January 20-21, 2010

Be sure these dates are marked on your calendars.
Don’t forget to make your hotel reservations if you have not already done so.
You will be receiving a registration form within a few days from now, so watch your emails.
An ABC News photographer was instructed to take pictures of some wildfires as part of ABC’s Breaking News segment. He thought it would be a great idea to get an aerial shot of the fires.

With his request approved, the ABC News photographer quickly used a cell phone to call the local airport to charter a flight. He was told a twin engine plane would be waiting for him at the airport.

Arriving at the airfield, he spotted a plane warming up outside a hangar. He jumped in with his bag, slammed the door shut, and shouted, "Let's go!"

The pilot taxied out, swung the plane into the wind and took off. Once in the air, the photographer instructed the pilot, "Fly over the valley and make low passes so I can take pictures of the fires on the hillsides."

"Why?" asked the pilot.

"Because I am a photographer for ABC News," he responded, "and I need to get some close-up shots."

The pilot was strangely silent for a moment. Finally he stammered, "So, what you are telling me is ... you are NOT my flight instructor?"

Have any “Oh Dear” Moments? Please share it with us!

**UNIQUE TRAINING OPPORTUNITIES**

**The TIA-CREF Financial Seminars**
TIAA-CREF is a nonprofit organization that provides investment and insurance services for those working in education, medicine, culture and research (info from Investopedia.com). TIAA-CREF, short for Teachers Insurance and Annuity Association—College Retirement Equities Fund, is offering financial education Web seminars, a convenient alternative for those who cannot or do not want to attend a live seminar. Anyone interested can visit [http://www.tiaa-cref.org/support/learningcenter/financial-education/index.html](http://www.tiaa-cref.org/support/learningcenter/financial-education/index.html) for a list of their programs. Seminar titles include “A Tax-Smart Way to Save for Retirement,” “Investment check-up” and “Retirement Countdown: One Year Until Retirement.”

**Real Colors Facilitator Certification Training Classes**
This training will teach how to successfully facilitate and present the Real Colors workshop program when working with colleagues, staff, students, clients, and the community, while utilizing the powerful Real Colors Personality Assessment Instrument. It will be held at Meridian Technology Center from February 23-25, 2010. You can [register online](http://www.ncti.org/cgi-bin/ncti.cgi/class_registration.html?class=80604) or by phone by calling (800) 622-1644 Ext. 5555. For more information about the training, and to find out the times and who to contact, visit [http://www.ncti.org/cgi-bin/ncti.cgi/class_registration.html?class=80604](http://www.ncti.org/cgi-bin/ncti.cgi/class_registration.html?class=80604).
THANK YOU FOR ALL YOUR EXCHANGES!!!

That was a nice article Joyce. I enjoyed reading it.
-From Julie Webb; Administrative Assistant; 4-H Youth Dev. Programs

Hi Joyce,

Thanks for promoting Farm to You. The story about Sherman was really touching. I do appreciate all the help I receive from my extension colleagues when I visit the schools. They are always ready to help :) and have a good time on the side.

Have a great day!
-From Diana Romano; Nutrition Exhibit Coordinator

Nice work, Dianne
-From Tim O’Connell; OSU Associate Professor; NREM

Dianne,
On behalf of Extension Finance, thank you for the nice piece you wrote on the Extension Finance Office. You did a good job!

-From Suzanna McNatt; Senior Financial Coordinator

THIS MONTH’S
WISE OWL WORDS
OF WISDOM

“Forgive the intrusion, but I wonder if you’d mind telling the janitor the elevator’s stuck?”

Source: http://comics.com

“The problem with communication ... is the illusion that it has been accomplished.”
-George Bernard Shaw, Irish Playwright

UNTIL OUR NEXT EXCHANGE!