A Note from the Editor

*Blind Spot: Hidden Biases of Good People* is the featured book for this year’s **Diversity Campus Read** program. This book examines the self-perceptions that we develop through experiences with different social groups. Author Mahzarin R. Banaji, PhD, Harvard University Professor of Social Ethics and Sante Fe Institute Chair of Human Dynamics, will be speaking about the book (co-authored with Anthony Greenwald) as part of an interactive session taking place on October 28th. Join the UMMS/UMMHC campus community in the Albert Sherman Center Auditorium from 3-5PM. A book signing will be held from 5-6PM in the Center’s Cube/Atrium. Look for additional program events to be held throughout the year. For more information about the program and the schedule of upcoming events, contact the Diversity and Inclusion Office at 508-856-2179.

Welcome New Committee Co-Chairs!!

The committee welcomes its new co-chairs: Christine Pimentel and Tammy LeBlanc! Christine has worked for UMass for over 14 years, first as a Telecomm Analyst and currently as the Communication Technologies Team Manager. Tammy is a Grants Administrator (and a Notary Public) in the school’s Office of Research. They look forward to hearing from you about Brown Bag topics and other ideas for committee activities!
In the Summer 2014 newsletter, we talked about the four key tasks of the meeting facilitator: (1) setting the agenda, (2) opening the meeting, (3) controlling the meeting, and (4) closing the meeting. Now that you’ve carefully planned your meeting and followed all the guidelines for conducting it effectively: What could possibly go wrong? Common problems in facilitating meetings tend to fall into two categories: dealing with difficult people, and managing group work and tough topics. In this issue, we will focus on dealing with difficult people. In the next issue, we’ll tackle managing group issues and challenging topics.

RULE OF THUMB: Start with the most subtle approach, then increase force as needed.

The Dominator talks continuously, interrupts others, and monopolizes the meeting. Keeping the rule of thumb in mind, you might start by thanking them for their input then shifting attention by calling on someone else. Need to bump it up? Hold up your hand, palm out (think non-verbal “stop sign,” with a smile), then redirect to ask another person to respond to the issue: “Mary, thank you for your ideas. Your point is excellent. Steve, what are your thoughts about this issue?” Are they interrupting others? Encourage them to let the other person continue: “Please let Bob finish”, and to the interrupted person, “Take your time, Bob.” Still not working? Outside of the meeting, ask for their help in getting others involved: “I’ve notice you and I do most of the talking. How can we help others contribute to our discussions?”

The Side Debaters are the folks holding a private conversation during the meeting. Stop the meeting discussion, look straight at the talkers, wait until they notice the silence, and invite them to share their thoughts. It may actually be some good fodder for the meeting discussion (or just the latest on the Red Sox). Either way, they are less likely to side debate again.

The Shy, Silent Participant is quiet and reticent to speak. S/he won’t cause difficulty in managing the meeting, but you may be missing out on some important input. Consider spending a few minutes with them before or after the meeting to help them be more comfortable with you personally. In the group, solicit input in a non-threatening way on topics in which you know s/he is knowledgeable and confident. When they do speak, be sure to affirm appreciation for their contributions, and support them when their position is being challenged. You also can solicit input in private and ask if they would be comfortable sharing it with the group. Lastly, shy participants often are more comfortable with behind-the-scenes tasks. Consider ways to engage them in a non-vocal way, such as gathering information for the group.

The Angry Participant - You see the clenched jaw and fists, perhaps they’re glaring. Defuse the anger by inviting them to express the reasons for their anger. Listen attentively and openly, acknowledge their feelings, and problem-solve to address their source of anger if possible. If there is a deeper issue, set a time to talk with the participant separately after the meeting.

If Key People Aren’t Attending the meetings, ask them individually why they aren’t attending – is it a bad time for them, or are the meetings themselves the problem? Get their input on how you as the meeting leader can boost attendance. And make your meetings worth attending so real work gets done, clearly stating to all that you expect meetings to be work sessions and have clear outcomes.

Overall, the best way to handle managing difficult people is to: (1) BE PREPARED, keeping an eye out for signs of problems emerging, and (2) BE READY TO ACT.
Volunteer to Judge at the Massachusetts HOSA or Science and Engineering Fairs

Invest a few hours of your time... in an experience that will last a lifetime!

MassAHEC, a program of UMMS’ Commonwealth Medicine, will host the 6th annual leadership conference for HOSA: Health Occupations Students of America on April 11, 2015. This event brings 250+ predominantly educationally disadvantaged high school and community college students from across the state to the university campus for an exciting, action-packed day. The students will participate in seminars and hands-on events about a health careers and will compete in 20+ events designed to test their skills and knowledge. Volunteers are needed to judge the competitive events, share about their health career in “Speed Networking with a Health Professional”, provide a seminar, or help with traffic control! Linda Cragin, Director of MassAHEC says, “I tell people this is the most exhilarating, exhausting day of my year and to wear comfortable shoes! The youth are inspiring. More importantly, they remind me why I went into healthcare.” Jaime Vallejos, MassAHEC’s HOSA State Advisor, can be reached at Jaime.Vallejos@umassmed.edu for more information.

The Massachusetts Science & Engineering Fairs, high school and middle school, are a forum for students to explore “real world” science and engineering discovery through hands-on experience. Students also learn about the many exciting and emerging fields of science and technology today, building important life skills - from reading, writing and math to communications, teamwork and design. The students are amazing and can benefit greatly from talking with a scientist or researcher about their projects. Invest just a few hours of your time to provide encouragement to these bright young students in their quest for excellence in science and technology. Judges are such a key component to the success of the high school and middle school fairs. We invite you to volunteer to judge at either or both the high school or middle school state fairs. The State High School Fair is on May 1, 2015 at MIT and the State Middle School Fair is on June 6, 2015 at Worcester Technical High School. Email judginginfo@scifair.com for more information about judging the high school fair, and for information about the middle school fair, email middleschool@scifair.com. There are regional middle school and high school fairs around the state that are always looking for judges! For high school fairs location and contact information, click here. For middle school fairs location and contact information, click here. For more information regarding the Massachusetts Science & Engineering Fair, please email Karin Lebeau at karin.lebeau@umassmed.edu.
When benefited employees start working at UMass Medical School, they are required to contribute a percentage of pay into a mandatory retirement system known as MSERS (Massachusetts State Employee Retirement System). The MSERS plan is a defined-benefit plan which means that certain criteria (age at retirement, years of creditable service and highest, average 3 or 5 years of consecutive salary) determine the future benefit.

What is Vesting?

The MSERS plan allows for a future benefit once an employee is “vested”. Being vested means an employee is eligible to receive a retirement allowance. An employee is vested in MSERS if he/she has at least ten years of full-time creditable service. To be eligible to retire, an employee must meet the following conditions:

- He/she entered state service before April 2, 2012 and has 20 years of full-time creditable service at any age, or
- He/she entered state service before April 2, 2012 and has attained the age of 55 with ten years of creditable service, or
- He/she entered state service on or after April 2, 2012 and has attained the age of 60 with ten years of creditable service.

If an employee leaves state service after becoming vested, he/she may leave retirement contributions in the MSERS system and receive a state pension after meeting the minimum age requirement.

If an employee leaves state service and is not yet vested, the employee has three options:

- Leave the retirement contributions in the system if he/she thinks future employment with the Commonwealth of Massachusetts is a possibility, or
- Rollover the retirement contributions to another retirement account (IRA, another employer plan, etc.), or
- Withdraw the retirement contributions as cash (taxes and penalties will apply).

What is Creditable Service?

Creditable service is service performed while employed in a benefited position with the Commonwealth of Massachusetts that counts toward vesting. If an employee is employed in a benefited position but is less than full-time, his/her creditable service is prorated based on the actual hours budgeted/worked in the position.

Employees that are considering retirement or have questions about their retirement plan should contact the Benefits Department in the HR Service Center via phone at 508-856-5260, option 1 or via email at Benefits.UMMS@umassmed.edu.
Building a Professional Following on Twitter

By Jennifer Rosinski, Senior Marketing Manager & Rose Tedesco, Communications Manager
UMMS Commonwealth Medicine Marketing Analytics

Social media is a great way to spread the word about you and your department’s major achievements and accomplishments. Twitter allows you to showcase that expertise and build a network of people with similar interests, using just 140 characters. It can be a useful tool to reach current and new audiences and promote products, services, and events quickly and at no cost. You can share information while reaching a wide and diverse audience across all social and geographical strata.

Examples of what can be highlighted include:

- Reports or publications - Mention key reports or publications and, when possible, post a link directly to the work (whether on the UMMS or another website) to help develop a broader audience.
- Speakers - Highlight the school’s expertise by mentioning high-level presentations at key industry conferences and events.
- Press/Media Mentions - Publicize employees who are quoted about their work in news and media stories; this will emphasize our expertise as an organization.

Tips for Posting Content

- Post appropriate content. You lose control over content once it is posted.
- Avoid political postings on any work-related social media sites.
- Guard any personal information to protect yourself, your colleagues, and your clients.
- Don’t share information that is confidential or not approved for public release.

Tips for Writing Posts

- Learn how to appropriately abbreviate – 140 characters can be challenging, typos are easy!
- Retweet appropriately.
- Include other Twitter handles if it makes sense. UMMS is @UMassMedNow and CWM is @UMassMedCWM.
- Think about using hashtags in your tweets.

Tips for building a network of followers:

- Start with people you know. Find and follow current or previous colleagues and business contacts.
- Start and follow trends. Learn what people are talking about and add your expertise to the conversation. This will help build your visibility.
- Establish a position as a leader in your area of expertise. By sharing information about useful resources and thoughtful tips, you and the organization can develop reputations as leaders in your area of expertise.
Almost **ANYTHING** can be **RECYCLED**

*WHAT YOU CAN DO AT HOME!*

<table>
<thead>
<tr>
<th>WHAT?</th>
<th>WHERE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ink and Toner</td>
<td>You can recycle them at Office Max or Staples. Both stores have a recycling reward program. Or, you can take cartridges to the store to be refilled.</td>
</tr>
<tr>
<td>Batteries</td>
<td>Some batteries have to be disposed of as hazardous waste but other batteries can be recycled at local library, post office, Radio Shack, or Office Depot.</td>
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<tr>
<td>Light Bulbs (Compact Florescent)</td>
<td>These bulbs can be brought to Home Depot, Ikea, Lowe’s or a hazardous waste facility.</td>
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<tr>
<td>Clothing</td>
<td>Old clothes can be donated to the Salvation Army or Big Brother Big Sister. You can also sell your clothing items at local consignment shops.</td>
</tr>
<tr>
<td>Furniture</td>
<td>If you are looking to get rid of old furniture that is collecting dust in your home, donate it to Goodwill or the Salvation Army.</td>
</tr>
<tr>
<td>Electronics (CDs, DVDs, wires, cables, appliances, etc.)</td>
<td>All of these items can be recycled at Best Buy at their kiosk.</td>
</tr>
<tr>
<td>Hangers</td>
<td>You can quickly drop off plastic hangers at a thrift store or wire hangers at dry cleaners or laundromats.</td>
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**ReStore** is a nonprofit home improvement store and donation center that sells new and gently-used furniture, home accessories, building materials, and appliances to the public at a fraction of the retail price!

If you have any donations please contact them or visit one of their stores. Locations include Lawrence, Leominster, West Roxbury, and Worcester. Check their website, habitat.org, for other locations or more information.

**Contact Us & Learn More!**

Watch this short video

http://www.umassmed.edu/growinggreen/recycling.aspx

Visit our website

https://www.umassmed.edu/growinggreen

Like us on Facebook

UMass Medical School Sustainability
First annual conference showcasing the myriad of applications and services of the UMMS IT department.

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Reminder: Fall Open Enrollment Periods

10/6/14-11/7/14 for GIC Buyout Option, UMMS Sick Leave Bank and Child Care Assistance Program
10/14/14-12/5/14 for Flexible Spending Accounts
10/27/14-11/21/14 for the MetLaw/Hyatt Legal Plans

For more information or forms, visit the UMMS Benefits site: www.umassmed.edu/hr/benefits.

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2014 Commonwealth of Massachusetts Employee Charitable Campaign (COMECC)
November 10-26, 2014

COMECC is the authorized workplace charitable campaign for state employees, providing the opportunity to support any of more than 1,000 prescreened private charitable organizations. Donations of any amount are accepted and can be made via payroll deduction, online giving, or by personal check. UMMS will distribute more information in the near future.

Bookshelf

The Professional Women’s Committee (PWC) has purchased a number of books available for borrowing from the Lamar Soutter Library, including copies of the Diversity Campus Read book. For a complete list of publications, visit the PWC website.

Monthly Meetings

The committee meets on the 2nd Thursday of each month at 3PM. Contact Holly Brown via email or by phone at (508)856-3970 for more information.

Website – update your bookmark to the new location

http://www.umassmed.edu/deoo/committees/committee-on-equal-opportunity-and-diversity/professional-womens-committee/

Generating Momentum is published 3 times a year, in Spring, Summer, and Fall.

Your input on the newsletter is always welcome, so let us hear from you. Contribute an idea, write an article, or attend the next newsletter planning meeting. Send an email to the newsletter mailbox to let us know how you want to contribute.

To view copies of previous newsletters, please visit the Professional Women’s Committee website or contact the newsletter.

Editor

Laura Sefton | Laura.Sefton@umassmed.edu

Suggestions? Comments? Email us!

Newsletter mailbox | PWCNewsletter@umassmed.edu