The Professional Women’s Committee needs your input!

The Committee is looking to you to tell us what topics and speakers you’d like to see at future Brown Bag or Lunch & Learn sessions. Tailoring these to your needs assures that you have access to the professional development opportunities that you are interested in.

Is there a topic you’d like to learn more about or a speaker you’d like to hear from? Let us know!

Send an email to PWCNewsletter@umassmed.edu.

Want to join in the activities of the PWC? Contact Fernanda Gama via email or phone at (508) 856-5121 for more information.
Ask A Busy Woman
Introducing Yi Chen, MS
By Kim Canty, Director, Individual Giving
UMMS/UMass Memorial Development Office

When I had to schedule my interview with Bursar Yi Chen several weeks in advance, I knew she was the perfect person to spotlight as a ‘busy woman.’ Yi has been the Bursar for a little more than twelve months, after previously serving as Assistant Bursar for several years.

She and her staff are responsible for depositing and recording revenues (receipt of cash, check, or credit card payments) for all departments in the medical school. This includes processing petty cash receipts and parking violations. In addition, Yi’s team provides financial services to medical school students, such as financial aid billing and disbursements.

When Yi mentioned that coming to the medical school was like “coming home,” I was confused because her “home” is more than 7,000 miles away in China. But then I learned that this was not her first time working in Worcester. For three years, Yi worked as a purchaser for a computer manufacturing company. Then the IT industry crumbled and her company consolidated, ending that part of her career. Making her feel even more at home at UMMS was her husband, Ronghua Zhuge, PhD, who was already at the medical school in the Microbiology and Physiological Systems (MaPS) Department. He began as a post-doctoral graduate student and now serves as an associate professor.

When Yi came to the United States in the early 1990’s, she was a student at Iowa State University (her husband’s alma mater), graduating with a Master of Science in Hotel, Restaurant, and Institution Management. While growing up in China, she was surrounded by academia. Her parents were administrators at a university and the family lived on campus. This experience provided Yi with a true sense of community and most likely played a part in her current role at UMMS. Her management role in the Bursar’s office is “unique” in the sense that it includes management, student administration, and accounting - all areas she enjoys.

What does Yi view as one of her greatest challenges? Having high expectations and goals while juggling a full plate. Communication is very important to Yi and she applies what she learns at work to her home life. Also important is the ability to set goals and prioritize. These are skills that Yi hopes she is passing along to her 14 year old daughter. What part of her work is most enjoyable? Working with the students and fulfilling the mission of the school.

When asked what she does in her spare time, she laughed a bit, explaining that, when she first took over the role of Bursar, she had little time for herself. She wanted to ensure that she created a positive office synergy and worked very hard at that. On the weekend, you may find Yi in the kitchen, cooking with her daughter. It seems both have a real culinary passion. Yi’s specialty? Rice noodles. Or you may find her relaxing with a good book, something in the social science, spiritual, or religious genres.

So if you want some summer reading suggestions or perhaps a rice noodle recipe or two, stop by the Bursar’s office in S1-802 on the University campus and say hello to Yi and her team. One thing is for sure, there will always be a smiling face to greet you.

For more information about the Bursar’s Office and its services, visit their website.
Leading Effective Meetings
By Lori Pbert, PhD
Associate Chief of the Division of Preventive and Behavioral Medicine

Who loves meetings? (Anyone?) If leading meetings is a part of your work life, your meetings can be productive and even enjoyable with some planning. As a meeting facilitator, you are responsible for keeping the meeting focused and moving forward. This involves four steps: (1) setting the agenda, (2) opening the meeting, (3) controlling the meeting (this can be the challenging part), and (4) closing the meeting.

Setting the Agenda
When preparing your agenda, it’s best to keep it concise, simple and clear, 1 page maximum. Include your meeting date, time, place, and the main purpose of the meeting. This makes it clear what you plan to accomplish during your time together. Include a review of minutes from your prior meeting, following up on any action steps the group had decided on. This helps everyone be accountable and increases the likelihood that folks will follow up.

In listing the topics in your agenda, place the most important items first, note who is responsible for presenting information or leading the discussion for each topic (and let them know in advance so they are prepared – no surprises!), and assign a realistic amount of time to spend on each item. Send around your draft agenda and solicit input before the meeting.

Opening the Meeting
Open the meeting with authority, taking charge immediately so everyone is clear you are responsible for leading the meeting. Begin on time. Review the agenda, meeting’s purpose and expected outcomes – this answers the question: “Why are we here?” Gain agreement on the purpose and agenda. This helps get everyone onto the same page and avoids derailing the meeting if someone later raises issues not on the agenda – you can note that the group will address them if there is time and, if not, will put those issues on the agenda for the next meeting.

If you haven’t already, consider establishing some basic ground rules – this answers the question: “How will we work together?” Examples are listening to others, limiting interruptions, and agreeing on how decisions will be made.

Controlling the Meeting
Ok, now comes the tricky part. The key is to keep the meeting focused on the tasks at hand. Follow the agenda, don’t be drawn off it (remember, you ran the agenda by the group TWICE and agreed on what would be covered). If additional issues come up, consider using a “parking lot” of issues to be dealt with outside the meeting and assign a point person responsible for each item. And of course, be sure to follow up in the next meeting’s agenda.

Close each agenda item with a very brief summary of the points and decisions made and actions to be taken (by whom and by when) before moving on. And keep track of the time – if running out of time, solicit input from the group on how best to use the remaining time.

Make sure all points of view are heard during a meeting. Sometimes it helps to ask senior members to wait to give their opinion until everyone else has spoken so others feel free to speak up. Be positive and encouraging about the things people say – praise is a simple and effective way of encouraging participation. Watch for body language and signals and respond appropriately. For example, leaning forward may indicate interest in contributing – acknowledge with eye contact and invitation to speak. Is someone crossing their arms and leaning back? This may indicate distancing or disagreement, so solicit their concerns.

And while you are watching for others’ body language, keep in mind and modulate your own tone of voice and body language. Did you know that your tone of voice has 5 times more impact than your words? Vary your tone to convey your desired meaning – warmth when reinforcing participation, or forceful if needing to address a problem in the group. And your body language? That has 8 times more impact than your words. So keep your body language open (no crossing arms), display interest and confidence, and make eye contact with the group members.

Closing the Meeting
Congratulations! You have set the agenda, opened the meeting with authority, and helped the meeting move smoothly to accomplish the group’s goals. Leave yourself at least 5 minutes at the end to summarize the key points and decisions made as well as next steps, and develop a plan for addressing any outstanding issues that arose (e.g., set a follow-up meeting or an ad hoc sub group). Always try to end the meeting on a positive note, and thank everyone for their participation.

At the start of the meeting be sure to assign one person to take minutes, including decisions made and action steps to be taken (by whom and when). Distribute the minutes soon after the meeting, and use them to track ongoing issues and decisions made, as well as reviewing them at your next meeting to enhance accountability and help get things done.

Bottom line? A meeting well organized and run can be a productive use of everyone’s time. Best of luck in leading your future meetings!
This year’s Dress for Success event, held this past April at the University Campus, raised $1,440.42 for Dress for Success-Worcester! This was nearly twice as much as was raised at last year’s event!

“Clothes were flying off the rack and everyone had fun - it was wonderful, exhausting, and reaffirming. As we reflect back on the day, PWC’s mission of women supporting women was certainly met.”

~Tricia Ryan, PWC committee co-chair, who oversaw the planning of the clothing drive and boutique event

THANK YOU!
To all those who helped with the planning and running of the event, including Patricia Ryan, Paulette Goeden, Fernanda Gama, Tammy LeBlanc, Annette Bohigian, Michelle Brown, Henrietta Ford, Pamala Harney, Andrea Sjosted, Christine Pimental, Daphne Henderson, Glady McRell, Denise DeGabrielle-Lindberg, Kaitlin Furcinitti, and Kristen Maki.

To Ruth Lopriore, Susanna Perkins, and Joe Peters for recording the event through pictures and video. See the video at https://vimeo.com/92334836.

To all who donated clothing, shopped at the boutique, or made a monetary donation, Dress for Success-Worcester appreciates your contributions!
Establishing a Journal Club

By Linda Cabral, MM
Senior Project Director, Center for Health Policy and Research

In the Center for Health Policy & Research’s Research and Evaluation Unit, we’ve established quarterly meetings where we meet to discuss articles focused on evaluation research principles or methodologies. Our journal club networks parties from across our medical school’s multiple departments, centers, and campuses that have an interest in evaluation. Researchers from the Graduate School of Nursing and the Department of Family Medicine & Community Health have participated in our group. For each one-hour session, a facilitator guides the discussion based on “questions to consider” which are developed and distributed with the selected reading(s) ahead of time. We ask participants to critique how the information is presented in the article and to consider the relevance and applicability of the selected reading to their work.

Here are some tips to consider if you’d like to start a journal club of your own.

- Identify a core group of people doing work in similar fields who indicate interest in participating in journal club. Once you decide on your journal club’s area of focus, have these individuals reach to others who may be interested in participating.
- When coordinating with people from different sites, it’s a good idea to schedule the journal club at the beginning or end of the day to avoid having people travel during the work day. Use Doodle (http://doodle.com) to identify the best dates/times for people to meet.
- Alternate the location of the journal club meetings among participants’ sites/campuses to share the travel burden as well as be able to visit new sites and meet potential new collaborators.
- Have a designated facilitator for each meeting. This role can be rotated among participants.
- Pick an article that isn’t too burdensome and dense to read, but is “meaty” enough for good discussion.
- Provide light refreshments to maintain an informal atmosphere for lively discussion.
- Keep the group size fairly small (10-12 people) to ensure active participation among group members.
- Take suggestions for future articles to read among participants.

Journal clubs will continue to be experienced as interesting if they respond to the needs of participants. We’ve developed informal surveys with participants to assess goals and monitor satisfaction. Given the wide range of formats and topics possible, a journal club can be both stimulating and entertaining.
Almost **ANYTHING** can be **RECYCLED**

**WHAT YOU CAN DO FROM YOUR DESK!**

**Why Recycle?**

Recycling is a very important part of environmental sustainability. UMass Medical School continues to work hard to reduce the overall waste stream and increase the percentage of recycling versus waste. The [Facilities Management](#) department at the medical school is currently working on expanding recycling locations, posting signage, and showing campus students, patients, and employees about options for recycling.

The **“blue bins”** are in almost every office and conference room throughout the campus. You can easily recycle most of your everyday items, such as paper, envelopes, and tin cans - all in one bin! Check out UMass’ “In the Bin Recycling” video on YouTube to see E. L. Harvey & Sons’ single stream resource recovery process.

**RECYCLE AT WORK**

**SWAP**

We all have things at our desk or in our office that we don’t need anymore. Things begin to get cluttered and in the way! We often times just start throwing away those old ink cartridges that don’t fit the new printer or that binder that you don’t need anymore, or letting an unused computer collect dust.

UMass Medical School has a program designed to trade items between departments campus wide entitled:

**SWAP: Surplus with a Purpose!**

On the [SWAP website](#), you can see a list of items available from other departments and items needed in other departments. You can also add supplies that your department no longer needs to the list – be sure to work with your department leadership to determine the appropriate items to add and delegate a contact person.

It’s that easy! If a person wants your supplies, they simply click on your information to email your department directly.

**BATTERY RECYCLING**

Employees can use Call2Recycle for battery recycling information. Contact the UMMS Department of [Environmental Health & Safety](#) for more information:
“Have More Impact in Less Time”

This interactive workshop, sponsored by WEST (Advancing Women in the Enterprise of Science and Technology), will be held on October 1, 2014 and led by Christine Duvivier, MBA, MAPP. For more information or to register, visit the WEST website.

“Being an Inspired Leader – Traits, Tips and Truths”

This event is sponsored by WITI Boston (Women in Technology International, a WEST affiliate) and led by Laurie Gerber. It will be held on September 11, 2014. Visit the WEST website to register.

“Principles on the Path to Leadership with Chancellor Michael F. Collins”

UMMS Chancellor Michael F. Collins spoke recently at the UMMS South Street campus about how he transitioned to leadership roles, his guiding principles, and how he balances his work and home life. The Chancellor’s talk is available on the UMMS Commonwealth Medicine intranet.

Bookshelf

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

Monthly Meetings

The committee meets on the 2nd Thursday of each month from 3:30-4:30 PM. Contact Fernanda Gama via email or by phone at 508-856-5121 for more information.

PWC Website

http://www.umassmed.edu/Content.aspx?id=61984&linkidentifier=id&itemid=61984

“Generating Momentum” is published 3 times a year – in the Spring, Summer, and Fall.

Your input on the newsletter is always welcome, so feel free to contact us! 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 PWC website or contact us by email.

Editors

Laura Sefton, Nora Sanford, Kathryn DeLaughter

Suggestions or comments? Email us!

Newsletter Mailbox | PWCNewsletter@umassmed.edu