



Epsilon Sigma Phi Newsletter

Missouri Alpha Tau Chapter
The Extension Professionals' Organization

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**The mission of Epsilon
Sigma Phi is to foster
the standards of
excellence in the
Extension System and
to develop the
Extension Profession
and Professional.**

Fall 2007

ESP Annual Meeting Highlights

Mark Stillwell, Missouri, President

"I've learned more about the breadth and depth of extension programs coming to ESP annual meeting than I had learned in the previous five years with extension," explained Mary Anne Patten, 4-H youth development specialist. "This has been an outstanding conference!"

Mary Anne's enthusiasm was contagious. I agreed. The Charleston meeting was one of the best conferences I have attended in years.

The ESP annual meeting is typical of professional association meetings in that it combines conference tours, keynote speakers and concurrent session to create a learning environment to share ideas and experiences. The Charleston conference was the largest ever with more than 250 registered. Smaller than other extension association meetings, ESP allows attendees better opportunities for in-depth discussions of core issues and to develop lasting friends.

Missouri's small but inspired delegation included Sandy Stegall, Rex Ricketts, Beverly Maltsberger, Mary Anne and OH Patten, Kathy Dothage and me. As chapter president, I was honored to

receive our Chapter of Merit Award and Special Recognition for Membership certificate. Beverly served on a panel to highlight Missouri's efforts in membership recruitment and retention. Sandra McKinnon and the membership committee deserve the credit for these recognitions. I have been selected to

serve on the National Membership Recruitment and Retention Committee for 2008.

I'm confident that each one of us will have different memories of Charleston. Two presentations stand out in my mind.

First, Jerry Thomas, Director OSU Extension Center, reported on their research on the "Efficacy of Virtual Offices in the Extension System." Their research found that productivity

increased, expenses decreased and quality of life rose for those regional specialist who worked from virtual offices. These were faculty who had multi-county assignments and worked out of regional centers. They did not include county based agents in the study.



Above: Mark Stillwell receiving the NC Membership award on behalf of the MO Chapter from National ESP President Della Baker.

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Jerry emphasized that these were virtual offices, not home offices. Each specialist had a laptop with WiFi/satellite modems, cellular phone, blackberry/PDA, and a portable printer/fax. They had access to office support staff at the centers. They could work almost anywhere. Phone calls were routed to their cell phone. Clientele didn't know if they were in an office or on the road.

"At first, this seemed like a new concept," Thomas explained. "However, we soon realized this was no different than our farm management specialists sitting down with a farmer at the kitchen table to work on budgets and market analysis. Laptop computers have allowed us to do that for almost 20 years."

"Improving Your Communications Skills" by Denise Ryan, Firestar was the second highlight. Her research emphasized the power of non-verbal communication. "When talking face-to-face, 55% of the communication is expressed through body language, and 38% through tone of voice. Only 7% is communicated through the words we speak," said Ryan. "Over the phone, words only account for 14%. That leaves tone, inflection and speed with 86%."

Ryan used this to demonstrate how difficult it is to communicate through email. She gave several suggestions to improve email communications:

- ✦ Clearly identify important details in the subject line
- ✦ Use greetings – hi, good morning, hello, etc
- ✦ Do not use abbreviations – for example, LOL means "laugh out loud" to some, "lots of love" to others. What do you want to send to your farmers?
- ✦ Use friendly tone; don't use sarcasm
- ✦ Only "Reply to All" when needed
- ✦ KISS – keep it simple Stillwell. The phone may be a better option.
- ✦ Include NRN in the subject line – no reply needed
- ✦ Use a closing

I hope these tips will help me communicate more effectively through email.

Many of you will have an opportunity to experience the ESP annual meeting September 15-20, 2008, by joining us at the Galaxy Conference in Indianapolis, IN. It promises to be an exciting time.

I look forward to seeing you at the MO Galaxy Conference October 10-11, 2007.

Reminder of Upcoming Events

Oct. 10-11 Missouri Galaxy Conference, Camp Windermere

2008 JCEP Regional Leadership Dates and Locations

Feb. 20-22 North Central and West, San Diego, CA

Apr. 28-30 Public Issues and Leadership Development Conference

Sep. 14-17 Galaxy III, Indianapolis, IN

2009 ESP National Conference

Sep. 13-16 Fargo, ND

Extension Retiree Meetings

Oct. 10 Gallatin—Lions Club
 Oct. 11 Lamar—Blue Top Restaurant
 Oct. 12 Springfield—Golden Corral Restaurant
 Oct. 17 Columbia—Lenoir Community Center (tentatively)
 Oct. 19 Sedalia—State Fair Best Western Motel Restaurant
 Oct. 25 Jackson—County Extension Center

Honoring Bob Miller's Service to Extension and Support the Loan and Fellowship Fund

Lisa Wallace, Missouri, Loan and Fellowship Chair

Bob Miller is retiring and a gift to the MU Extension Loan and Fellowship Fund in honor of Bob's service to Extension may be made by writing a check to University of Missouri. If you write a check, on the memo line of the check write "Bob Miller/ Extension Loan and Fellowship Fund". Gifts made to the fund are tax deductible to the fullest extent allowable by law. If you would like to charge your gift by credit card please visit the MU Extension website and go to the lower left hand corner of the front page <http://extension.missouri.edu/> Questions? Contact Barb Casady, MU Extension Director of Development, office 109 Whitten, Columbia, MO 65211 at 573-882-2003 or CasadyB@missouri.edu

Donations to the Extension Loan and Fellowship Fund help faculty attending professional meetings and training.

Need some extra money? Any university faculty or professional staff member with two years of consecutive employment with UM or LU is eligible

to apply for professional development monies from the Extension Loan and Fellowship Fund. This fund has been established decades ago by Epsilon Sigma Phi members.

How much can I get? The total amount individuals may receive during their tenure is \$1,500. Funds should offset expenses not covered through other sources.

When's the deadline for applications? Applications for the monies are reviewed monthly. The application form can be found at <http://outreach.missouri.edu/staff/awards/fellowship.html> or on the Epsilon Sigma Phi website at <http://extension.missouri.edu/esp>.

Consider the Loan and Fellowship Fund when thinking about national meeting expenses, a specialized training or seminar or advanced degree work.

Bridging Strengths—the Connection Between Current and Eligible Members

Sandra McKinnon, Missouri, Membership Committee Chair and Bob Schultheis, Missouri, Treasurer

In keeping with the fall national ESP conference theme of "Bridging Strengths of People and Nations," it is timely to point out how important current members are to making the connection to eligible members. New members keep our organization strong. Though e-mails of invitation have been sent out, it is personal contact that is by far the most effective way to get new prospects. Reflect on why you became a member – it is likely because an ESP member invited you to join.

By influencing a colleague to join, you will expand your network of professionals, strengthen ESP, and build more support for the Extension profession. Members, current and new, benefit from scholarships, grants, awards, loans, conferences and learning opportunities.

To make the connection stronger to eligible colleagues (those with 50% or more Extension appointment for three or more years), our

membership committee members across the state have been contacting colleagues in their area. Many are also making recruiting and renewal announcements at regional meetings. Kudos to Van Ayers, Donna Clavin, Karisha Devlin, Annette FitzGerald, Candance Gabel, Rick Mammen, Mark Stewart, Georgia Stuart-Simmons, and Rebecca Travnichek for their efforts.

To join or renew, print out and complete the form in the new brochure available on the chapter website at <http://extension.missouri.edu/esp>. Send it to Bob Schultheis, ESP Treasurer, Webster County Extension Center, 800 S. Marshall St., Marshfield, MO 65706. Or you may use the UMEA form at <http://extension.missouri.edu/umea/join.htm> to submit all your dues on just one check. ESP initiation will be held during the Galaxy Conference in October. Please plan to attend and welcome new members among us.

What's so Special About Extension?

Beverly Maltzberger, Missouri, President-Elect

This was my first National Epsilon Sigma Phi conference. It was a very rewarding experience for me and I would recommend it to everyone. The important thing about ESP is that it helps solidify the reasons we are Extension workers.

It's easy to understand why we belong to our various subject matter professional organizations. We get information in the areas we teach every day and get to interact with others in our fields of specialty. ESP is just as important to Extension workers. ESP confirms why we have chosen the profession of Extension. When you get a chance to see the big picture of the tremendous impact that Extension work has over time, it makes you proud to be a part of something that truly impacts people's lives.

One of the most outstanding speakers at the conference was David Petritz, retired extension director at Purdue University. He was the winner of the ESP Ruby Award. At the Ruby Award Luncheon, he summed it up very clearly when he said:

"The future of the Extension system can be fairly simply stated, 'First you have to believe.' You have to believe that **knowledge** can make a difference and then passionately go about sharing that knowledge with others."

He went on to say that he believes there are eight timeless aspects of relationships among people that we must observe as Extension professionals. They are:

- Develop **leadership** at every opportunity.
- Build **trust** and **respect** with your staff and all who depend on you by modeling integrity and compassion and keeping confidences, regardless of the subject or the discussion.
- Work with **gratitude** for your job, your influence, your abilities, and your experiences.
- **Loyalty** is essential at any level of an organization but especially so in key leadership positions.
- **Civility** is so essential in today's world of mass communications, yet it is so lacking!!
- Take time to **celebrate** when anything good happens such as when you get a grant, your budget is approved, there is a breakthrough on a tough issue, your staff gets an award.
- **Credibility and honesty** mean much in relationships with everyone who connects to Extension
- We encourage our students and our adult audiences to **continue to learn and grow**. We must do the same for our staff and volunteers.

\$6000 in National Scholarships and Loans Available – Check it out!

Not only can you get money from our own Extension System, through Loan and Fellowships...as an ESP member, you are eligible for mini grants and scholarships from National ESP! Make your dues work for you and check out the National ESP website to discover benefits of scholarships and professional mini grants.

[http://extension.missouri.edu/esp/](http://extension.missouri.edu/esp/benefits.html#Scholarships)

[benefits.html#Scholarships](http://extension.missouri.edu/esp/benefits.html#Scholarships) You'll have to plan ahead for these benefits because most are due in February and March.

Need a Loan? Be an ESP member in good standing; show evidence of financial need; must not have received an ESP loan previously; present strong professional improvement plan; and recommended by the State Extension Director. Up to \$2,000 may be loaned, at no interest, provided the loan is repaid before the conclusion of the first year (12 months) following the closing date of the professional improvement funded. No application deadline.

Missouri Alpha Tau Chapter Recognized

The Missouri Alpha Tau Chapter of Epsilon Sigma Phi was recognized as a Chapter of Merit at the National Epsilon Sigma Phi Annual Conference. MO was the winning chapter in the North Central Region for membership. Thanks to each of you for your efforts to recruit new members, and especially to Sandra McKinnon for her creative approach!

Epsilon Sigma Phi 2007-2008 Election Ballot Information (Ballot Included)

Nancy Flood, Missouri, Nominations Committee Chair

Thank you to the following candidates who have agreed to join our executive committee and serve Epsilon Sigma Phi as officers in the 2007-08 year. Each has a history of serving ESP unselfishly.

Please complete the attached ballot and return it by e-mail or hard copy to Nancy Flood by October 1. See website at <http://extension.missouri.edu/esp/> for official ballot.

President-Elect (One-year term)

- **Barb Casady**

**109 Whitten Hall
Columbia, MO 65211
573-882-2003**

For almost a quarter of a century, Barb Brown Casady has worked for Extension Programs in Illinois and Missouri. Currently serving as the Director of Development for MU Extension, her career has included positions as a 4-H Youth Specialist, and with the USDA/Army Project and the MO 4-H Foundation.

As a member of ESP, Barb has served as annalist for two years and the chairperson of the Professional Development Committee.

Barb believes "The Alpha Tau Chapter of ESP carries the voice of Missouri Extension to the national level. We have the opportunity to better serve the people of Missouri. When we work together and truly listen so that we can hear and feel, we always accomplish great things."

Treasurer (Two-year term):

- **Sandra McKinnon**

**116 W. Main Street
Union, MO 63084
636 583-5141**

Sandra McKinnon has been a financial education specialist with University of Missouri Extension for 14 years. She addresses topics such as estate planning, investing, credit, insurance, budgeting, home ownership, banking, and communicating about money. Sandra holds a B.S. in Family Resource Management and Consumer Sciences and a M.S. in Human Development and Family Studies from Iowa State University.

Sandra became a member of Alpha Tau chapter in 2000 and has served for the past two years as Membership Chair.

- **Bob Schultheis**

**800 S. Marshall St.
Marshfield, MO 65706
417-859-2044**

Bob Schultheis joined University of Missouri Extension in 1980 and is a 22-year member of Epsilon Sigma Phi. He serves as natural resource engineering specialist in the Southwest Region and county program director in Webster County. He is currently completing his fifth year as ESP treasurer (and ninth year as an ESP officer) and has previously served in leadership positions for UMEA and MAEP. He is a current member of those associations as well as a 29-year member of the American Society of Agricultural and Biological Engineers. Bob holds a BS in Agricultural Mechanization from Washington State University and MS in Agricultural Engineering from the University of Missouri-Columbia.

Epsilon Sigma Phi - Missouri Alpha Tau Chapter 2007-2008 Board Members

Visit the Missouri Alpha Tau Chapter website at [http://extension.missouri.edu/esp/!](http://extension.missouri.edu/esp/)

ESP members and families please send information regarding the death of any extension colleague to Wilma Jean Lower. We would like to know the date of passing, who is the family contact with mailing address, the title and position (including location) last held by the colleague. Thank you.

Officers	Position	Phone number/ Email
Mark Stillwell	President	573-882-2695, stillwellm@umsystem.edu
Beverly Maltsberger	President-Elect	816-279-1691, maltsbergerb@missouri.edu
Nancy Flood	Past President	660-947-7773, flood@nemr.net
Rhonda Gibler	Secretary	573-882-7756, giblerr@umsystem.edu
Bob Schultheis	Treasurer	417-859-2044, schultheisr@missouri.edu
Janet Lafon	Annalist	417-358-2158, lafonj@missouri.edu
Committee Chairs		
Sandra McKinnon	Membership	636-583-5141, mckinnons@missouri.edu
Joe Koenen	Awards	660-947-2705, koenenj@missouri.edu
Jo Turner	Professional Improvement	573-882-7430, turnerlj@missouri.edu
Lisa Wallace	Loan and Fellowship	660-885-5556, wallacel@missouri.edu
Wilma Jean Lower	Courtesy / Memorials	417-654-2496, fwjlower@alltel.net
Tom Henderson	Retirement / Life Members	573-882-3087, hendersons@missouri.edu
Nancy Flood	Nominations	660-947-7773, flood@nemr.net
Mary Leuci	Global Issues	573-882-2937, leucim@missouri.edu
Sandy Stegall	Public Issues	573-882-4134, stegalls@umsystem.edu
Rex Ricketts & Karla Deaver	ESP 75 th Anniversary	573-882-4553, rickettsr@missouri.edu 417-466-3102, deaverk@missouri.edu

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Retirees if you would prefer to receive this newsletter electronically, contact Beverly Maltsberger or Katie Cook at (816) 279-1691.