



August 29, 2014

NATIONAL ASSOCIATION OF FSA SUPPORT EMPLOYEES

USDAConnect – <https://connections.usda.gov/>

MESSAGE FROM YOUR PRESIDENT

NASE strives to:

- *promote the betterment of the Farm Service Agency through improved service to the public*
- *Improve our programs*
- *Establish a cooperative relationship at all levels of the Agency*
- *Help accomplish the mission of USDA and FSA*
- *Improve support staff effectiveness*
- *Improve morale, esprit-de-corp, and efficiency*
- *Promote self-motivation, self-education, and career enhancement*
- *Promote the social, economic, civic and personal welfare of support employees*



Wear **red** on Fridays to show support for our troops at home and abroad.

I am already falling down on my responsibilities and this weekly update comes a week and more late. I have been a little busy with farm loan year end stuff, getting ready for a farm loan training, attending and getting ready for FSFL training, home, family and outside activities. I know that I am not alone in this situation and ALL of us have to find that balance in life to do the things that we like and need to do.

Just this week, listening to two co-workers talk about kids in two different schools with two different buses, school and extra-curriculum schedules brought back many memories of having to balance my family life with work (and believe me that has been more than 20 years ago.) My children are all out of school (for now) and old enough to live away from home (not that they do), but I do not have to worry about their schedules so much. It does though remind me of why I became and remain a NASE member.

Work efficiencies are greatly needed for all of us to balance our home/life/work schedules. Sometimes what we don't think of, the next person in line does and by sharing those ideas and efficiencies we are able to evolve our work processes. This, fellow employees, is what NASE is about and what we need to foster to grow and sustain.

This weekend, sitting at my kitchen table I was watching my daughter and grand-daughter, wondering what the future will hold for them. I come to work and I think about the same thing, what the future will hold for our new and newer employees. The loan analyst on our staff reminds me that I will be (need to be) around for 15 more years and I laugh. Not going to happen BUT again, I think that work needs to be full of the experienced guiding the less experienced. (I refuse to say OLD and YOUNG, as age is all relative.) This also is what I believe NASE is about; our more experienced employees lending that experience to our newer employees AND, as I have learned a lot from my children, I believe that we more experienced employees have a lot to learn from the newer employees.

I was blessed last week to be able to attend the FSFL training in Arlington, Virginia. My first evening I ran into Juan in the hotel and as he introduced me to several others standing there, he recognized NASE as an organization that has a lot to offer to the agency, now and in the future. He told them he has greatly enjoyed working with NASE.

Thank you for allowing me to serve as President for 2014-2015.

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Last week at FSFL training, Angie Biester and I had the opportunity to get together and discuss our visions for NASE and how we can promote NASE to improve not only our membership numbers but our effectiveness in carrying out our mission. Ladies (as that was all there was at the national convention), we made an excellent choice as our new Vice President. Angie is full of ideas and enthusiasm for NASE as well as FSA and I felt so energized after our talking.

We are going to try to work on a recruitment video (or as Susan Long calls it, a commercial) to encourage new membership. While our ideas may have strayed from Susan's original plan, I am very excited to see what we can do with this. Angie has already been in contact with some of you to discuss this further.

As my opening comments indicated, I spoke with Juan on a couple of occasions during the days I was in Arlington. He definitely paid NASE some compliments and the way he introduced me to others in the room made me very proud to be there and a part of NASE. He indicated we had brought a lot of really good ideas to the table and he appreciated our working with the administration in the manner in which we do. I spoke with him later and asked if he would be willing to write up a couple of short sentences about NASE that we would be able to use in a promotional brochure/pamphlet and he said absolutely, he would do this. I am going to be contacting a few others to see if they would be willing to do something similar so that we can show our members, and potentially new members, how the administration thinks/feels about NASE.

While we are very highly thought of now, I can only imagine what would happen if our numbers increased, along with our ideas and recommendations.

Now, to get back to work. Before I go though, I received the following IM from a NASE member. Loved it!

Wednesday, August 27, 2014

**NASE MEMBER
SAYS:**

Cool! I just terminated a guarantee loan in GLS and a pop up screen came up and said to send the original guarantee to the county office! That was my NASE resolution to add the pop up screen!! I'm so impressed!

NASE members on the job with NEW EMPLOYEE TASK FORCE

WANTED YOU TO KNOW WE ARE DOING VERY WELL GETTING THE JOB DONE HERE FOR OUR PT WORKFORCE IN DC, THIS WEEK. WE WILL HAVE A REPORT OF WHAT WE ACCOMPLISHED FOR YOU WHEN WE RETURN TO THE OFFICE AFTER THE HOLIDAY. I'M WORKING IN SMALL GROUP RIGHT NOW WITH TAMEE RENWICK, RHONDA HOFFMAN, JENAE PRESCOTT AND STEPHANIE SYBIL BROWN. I THINK OUR ASSOCIATION WILL BE WELL PLEASED WITH THE PRODUCT THAT WILL COME FROM THIS TASK FORCE ON TRAINING.....WE HAVE HAD VERY GOOD SESSIONS AND CHANGES ARE ON THE WAY.

RESPECTFULLY
BETH

Raise Your Likeability - A Rule for Your Success

Posted by
[Anthony Tormey](#)

Founder & CEO
Leader
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www.LDiWorld.com



It's been said that everyone can light up a room -- some when they enter, and others when they leave. Which type of person are you? Likeable? Or not so much?

Research has consistently proven that we are inclined to respond positively to people whom we like. That means we buy from those we like, we accept their proposals, we comply with their requests, and we refer business to them. Years ago that research focused primarily on two industries, advertising and politics. The likeability principle played heavily in the 1960

presidential debates between John Kennedy and Richard Nixon, and Kennedy's subsequent win at the polls. However, in addition to Cialdini, behavioral scientists continue to broaden their research. Likeable people are more likely to succeed, in every area of life, than their less likeable counterparts.

A significant part of your likeability is your communication image. How are you putting out the message of who you are for all to see and hear? Are you approachable? Do you relate to others and have empathy? Are you attentive to your appearance? Are you mindful of your emotions? Are you genuine?

To understand this, picture a funnel. Into that funnel you insert:

- 1.) Words - the language you choose
- 2.) Actions – body language and behavior
- 3.) Voice – tone, volume, pitch, speed
- 4.) Listening – Empathy, understanding, reserving judgment

What comes out of the bottom of the funnel is your message -the billboard of YOU. Think about people in your life and past transactions. Who do you go the extra mile for? Who are you more likely to say “Yes” to? - The people you like.

Recently I had a media technician come in to help troubleshoot a problem I was having with my home theater system. Now mind you, success for me at that moment was defined as having a working sound system (no the mute button wasn't on). As it turned out it seemed to be a setting on the cable box. However, this didn't seem to solve the problem and so our technician called the local cable company tech support. Without identifying himself he immediately went into telling the rep what was wrong with their system and what were they going to do to fix it. He continued to be condescending and put the person on the defensive. You could hear her voice change and when the technician at my house now demanded to speak to the supervisor, she made it clear it was going to be a while. Her recommendation? Drive thirty minutes to the nearest service center and exchange the cable box for a new one.

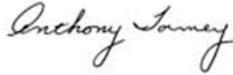
Before she put us on hold, I asked for my phone and started to speak to her. I said hello using her name, introduced myself, started off with a few pleasantries and thanked her for her help and patience. I asked if she could help with some advice. Immediately, I mean immediately, I experienced a change in her attitude and willingness to help. You could hear the smile in her voice. “Of course Mr. Tormey, let's see what we can do to resolve the problem.” A few more questions, some further clarifications and BAZINGA! “Mr. Tormey, sometimes a power surge can cause the cable box to lose sync between it and the other components of your system. Before you drive all the way to the service center, let's try something”. Sixty seconds later – I was watching Florida State cruise to a 63 to 0 romp over Maryland. “Mr. Tormey, do you still need to speak to my supervisor?” “Yes, I would please. I want to let him know how helpful you were.” Likeability = Success, which saved me an hour long and unnecessary drive to the cable service center, AND got my home theater working again.

Raise your likeability factor and you will harness one of life's most influential

principles.

Smile, Listen, Practice empathy, Be respectful, Connect with their interest, Ask for advice, Make promises. . . and keep them, Compliment and praise, Show appreciation, Align your values and beliefs, Manage your emotions, Be approachable, and yes - Appearance does matters.

Be Likeable! Be Extraordinary!



Founder & CEO
Leader Development Institute
www.LDiWorld.com

Parents Projected to Spend \$245,340 to Raise a Child Born in 2013, According to USDA Report

WASHINGTON, August 18, 2014 - Today, the U.S. Department of Agriculture (USDA) released its annual report, [Expenditures on Children and Families](#), also known as the Cost of Raising a Child. The report shows that a middle-income family with a child born in 2013 can expect to spend about \$245,340 (\$304,480 adjusted for projected inflation*) for food, housing, childcare and education, and other child-rearing expenses up to age 18. Costs associated with pregnancy or expenses occurred after age 18, such as higher education, are not included.

While this represents an overall 1.8 percent increase from 2012, the percentages spent on each expenditure category remain the same. As in the past, the costs by location are lower in the urban South (\$230,610) and rural (\$193,590) regions of the country. Families in the urban Northeast incurred the highest costs to raise a child (\$282,480).

[READ MORE](#)

The Human Resources Division (HRD) is hosting the forthcoming webinar, **“Juggling Work and Caregiving,”** on **Wednesday, September 3, 2014**, from 2:30 to 3:30 p.m. EST. The presenter is Amy Goyer, Author, Speaker, Consultant, and AARP’s Family and Caregiving Expert. The presentation provides practical and useful tips and resources to help individuals manage their role as a caregiver.

To register, please click on the link below:

- On the WARNING screen, click “I Agree”
- Enter your eAuthentication User ID and Password and click “Login”
- Click “Confirm”

[Juggling Work and Caregiving, September 3, 2014](#)

Approximately 5 minutes after you register, you will receive a “Registration Notification” email.

Note: If you need additional information about registering, contact Tracey Foster at (202) 401-0350 or tracey.foster@wdc.usda.gov.

For additional information about the webinar, please contact Juliet McBride, Worklife and Wellness Program Manager, at 202-401-0683, TTY dial 711.

Juggling Work and Care- giving Webinar (Sept 3)

FOCUS ON WORK- LIFE AND WELL- NESS

(An
excerpt
only
from
Volume
37)



FFAS Focus on Worklife and Wellness

August 2014
Volume 37

Editorial

This newsletter is issued on behalf of the **FFAS Worklife and Wellness Ambassadors**.

For Additional Information

Contact Juliet McBride, FFAS Worklife and Wellness Program Manager, 202-401-0683, TTY dial 711, or e-mail juliet.mcbride@wdc.usda.gov

Professional Counseling

Contact Federal Occupational Health at 800-222-0364, TTY dial 888-262-7848.

Monthly Employee Assistance Program (EAP) Campaigns

August: Work-Life Balance

[Managing your Energy for Better Work-life Balance](#)

To register for this webinar or to view upcoming monthly EAP webinars, click [here](#).

Next month's topic: Addiction

Don't forget to check out the [EAP Compass Newsletter](#) for August.

Fumes, Fragrances and Frowns

Submitted by Juliet McBride, FFAS National Office Worklife and Wellness Program Manager



Throughout the Nation, individuals are faced with exposure to workplace environmental aggravates which often set off the health and well-being of others. Many suffer with sinuses, allergies, asthma, and other respiratory problems. Working in close workspaces does not help the concern. Some of the common aggravates in the workplace are scented air fresheners, deodorizers, perfumes, colognes, lotions, candles, cleansers, and more. Use of these products can trigger or contribute to health problems for individuals.

Below are simple thoughts for promoting a safe and healthful workplace:

- All individuals do not have the same bill of health and they will not necessarily share their personal health status with you.
- Products or items that you use could trigger health problems for individuals.
- If an individual raises awareness about a product or item exposure, don't get offended. Take it as constructive criticism which is meant not to offend, but to be helpful.
- Seek help from your supervisor when a potential health risk is in sight.



Help Turn a Frown into a Smiley Face.