

DES NEWSLETTER

The Division of Enrollment Services Newsletter
Southern Methodist University
An Electronic Newsletter of
Undergraduate Admission, Financial Aid, Student Financial Services, and the University Registrar

Volume V, Issue IX November 2006



Staff News from DES

NEW STAFF

Frances Wardell - Production Processing Specialist in SFS

STAFF LEAVING

Birthdays

Kathy Rowe - Dec 3

Charmissa Ajakaije - Dec 10

Kelly Milazzo - Dec 18

Laura Del Rio - Dec 19

Cheryl Moore - Dec. 20

Shannon Grandberry - Dec 26

Rod Jackson - Dec. 31

Anniversaries

Charles Harper - 48 years!

Anna Gomez - 9 years

Carmel Shook - 1 year

If you are not on the list and should be, let Kathy know.

DECEMBER GRADUATION
Saturday, December 9, 2006
McFarlin Auditorium

2:30 p.m. Graduate/Professional Candidates *Meadows, Cox, Law,*

VIPs - Very Important Ponies



Some of our VIPs this month are:

Kimberly Huckaby - what a find! Kimberly is such a breathe of fresh air for the Blanton Building. She takes pride in the building and helps every person with a smile. We are fortunate to have her.

Charmissa Ajakaiya - went above the call of duty to help a student. The student called with questions about a hold on her account and needed help. It was right before 5pm. I called Charmissa who accepted the call even though she was on her way to a meeting. The student and I really appreciated her taking the time to help.



BUSINESS ETIQUETTE

This is the next in a series of articles by etiquette and protocol consultant Linda Tyler Rollins. Ms. Rollins is a graduate of The Protocol School of Washington and founder of Rollins Rules Etiquette and Protocol Consulting. Ms. Rollins was associated with the University of North Texas Athletic Department for twenty years before moving into consulting full time.

Ms. Rollins is available to present workshops and can be contacted through her website at www.rollinsrules.com.

A huge thank you to Linda for her insights and advise.



Pony Protocol
by Linda Tyler Rollins

What? You're Not on the Guest List?

Disappointment and hurt feelings may arrive in the same glittery holiday package as all the excitement of the season.

DON'T FORGET
Holiday Luncheon
December 6

Important Dates

Nov 17 - last day to withdraw

Nov 23-24 - Thanksgiving Holiday

Nov 30 - last day of instruction

Dec 1-2 - Reading Days

Dec 4-9 - Examinations

Dec 9 - December Graduation

Dec 10 - Residence Halls Close

Dec 25-29 - Winter Break

Quotation of the Month

The test of thankfulness is not what you have to be thankful for, but whether anyone else has reason to be thankful that you are here.

Unknown



SMU Trivia

Question

When SMU was nationally ranked at #2 in NCAA Football in which Bowl did they play and against which team?

Answer

1983 Cotton Bowl against Pittsburgh. SMU won 7 to 3.

Leading from the Front
by Angie Morgan and Courtney Lynch

Theology, Masters Education

**5:00 p.m. Graduate Candidates
Dedman, Engineering**

**7:30 p.m. Undergraduate
Candidates Ceremony**

Here is what to do when you learn that one of your co-workers is having a party, and you have not been invited. Nothing! Yes, you must do nothing. Additionally, you must say nothing.

Etiquette is the acceptable way of correct behavior.

You may have a great working relationship with the host, but that is not an automatic entrée into a co-worker's personal life.

Are your feelings hurt? Probably.

Do you want to get even? Maybe.

Who should hear about it? Not your co-workers.

You are co-workers. Maintain the professional relationship. That is of what you are hired to do, not to run through the office wailing and moaning about your feelings. You are not being paid to spend your time planning revenge for the perpetrator of the injustice.

My friend Sharon had a Halloween party and invited a few co-workers in addition to her real-life friends. An hour before the party, she received an IM from her boss, who had not been invited. "What should I bring to the party?" Ah, a clever ploy let her know that he **KNOWS**.

Sharon replied, "Bring your dancing shoes". Did the boss attend? Of course not. Sharon was surprised and uncomfortable, but the boss certainly made himself look very **junior high**, and he lost some of her respect.

Another rule of etiquette is to do no harm.

So, you were left out. Sooner or later we all are left out of something. You can't repair your hurt feeling by backbiting. It is not acceptable behavior, and you become as petty as Sharon's boss.

Naturally, you want to vent. Tell a real-life friend. Tell your spouse, then, let it go and focus on the glittery holiday package, not the disappointment.

Remember. you can't play the game if you don't know the rules.

Most leaders attribute their leadership ability to a life experience rarely from a training seminar or business class. Angie Morgan and Courtney Lynch rely on the lessons they learned as officers in the U. S. Marine Corps and share them in their consulting business and their book **Leading from the Front**.

Leading from the Front is based on 10 principles that illustrate experiences Angie and Courtney felt taught them to be leaders. Their writing style makes the book easy to read and assists the reader in applying the principles to their work.

In the next five issues of the **DES Newsletter** two principles of leadership will be presented and offered as a leadership lesson for staff and managers.

10 Principles of Leading from the Front

- * Meet and exceed the standard you ask of others
- * Make timely decisions - find the 80% solution
- * Seek to take responsibility before you begin to place blame
- * True leaders dedicate themselves to service - take care of those you lead
- * Think before you act - especially before you overreact
- * When faced with a crisis - aviate, navigate, communicate
- * Courage + initiative + perseverance + integrity = success
- * Don't cry over something that won't cry over you
- * Say you're sorry only when you're at fault
- * Always lead as you are

In the Foreword to the book Paula Zahn said, "We work hard to balance the demands of our families, our careers, and our involvement in our communities. In order to keep on top of our obligations, we have to be able to manage stress, make good choices, keep our emotions in check, and look out for the needs of others. Surprisingly, these objectives are very similar to the duties of Marine Corps officers."

Begin to learn to lead from the front.
