

Career Directions

On March 1, participants in the Career Directions Series had to choose between two panels: one on Numerical/Organizational Skills and one on Creative Skills. Members of the latter panel—Ann Duffield, Director of Publications, Debra Kamens, Promotion Manager of the University of Pennsylvania Press, Bruce Montgomery, Director of Musical Activities, Annenberg Center, and Louise Stone, Publications Account Coordinator—agreed that positions utilizing creative skills are made, not found. Most creative jobs are developed by the people who hold them by doing creative things as they see an opportunity arise or a need to be filled.

They also agreed that there is room for creativity in many jobs where writing, editing, and design may come into play even though these skills may not be mentioned in the job description. Even writing memos can be an expression of creativity.

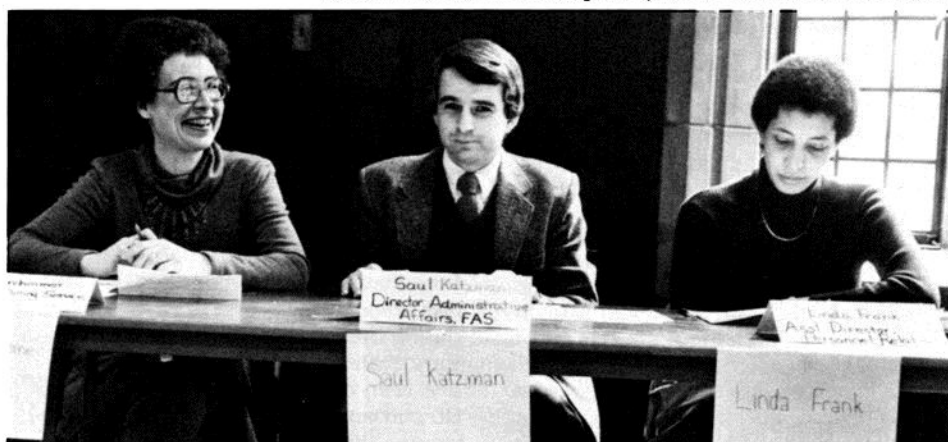
The panelists offered words of caution on one subject: money. People have to decide on their own priorities; if high pay matters, most creative jobs do not provide it. And in bad economic times, jobs calling for creative skills are especially vulnerable.

Panelists on the Numerical/Organizational Skills Panel agreed that the University has a variety of positions in which people must use numerical and organizational skills. These skills include the ability to systematize and organize, pay attention to detail, calculate and budget. Some skills can be learned on the job whereas others must be acquired through specific educational programs. Richard Merhar, Deputy Director, UMIS, explained that UMIS must hire already trained computer programmers as the University is not able to provide on the job training for programmers. Al Beers, Acting Comptroller, explained that some positions in the Comptroller's Office require college degrees in accounting whereas other skills can be learned on the job.

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Louise Stone, Bruce Montgomery, Ann Duffield, Debra Kamens



Carol Vorchheimer, Saul Katzman, Linda Frank



Alfred Beers, George Koval, Richard Merhar



Willie J. Noble

Getting to Know You: Willie J. Noble

Willie Noble still has memories of his first ten years on the outskirts of Atlanta, where he and his two sisters, and their mother lived. A memorable presence in the household was "Gram", his great-grandmother. Gram was a midwife and had been born a slave. However, no one was sure about her birthdate. If she was 110 years old when she died in 1941, she must have been born thirty years before the Civil War.

Long before Gram died, Willie and his two sisters left Atlanta. Their mother, dissatisfied with the one or two months of schooling available each year to the children, came to Philadelphia to find work. Willie was ten when she sent for him, and most of his schooling took place here.

After he finished school, in the midst of the Great Depression, Willie found work in the Civilian Conservation Corps camp near Ridgeway, Pennsylvania. Although his associates in Physical Plant are skeptical, Willie insists that he encountered a herd of bison near Ridgeway maintained by the government in the national forest preserve. After the CCC, Willie joined the Army, and by mid-1942 he was in the South Pacific.

As a member of the 92nd and 93rd Infantry Divisions, Willie lived in New Caledonia, New Guinea, and the Philippines, until his discharge in 1946. After hospitalization for the removal of shrapnel (not all of which was removed), Willie returned to Philadelphia where he first obtained work at the Navy Yard and then at the Pennsylvania Railroad. A later job in construction, making metal desks and wardrobes, fell victim to a steel strike which cut off available sup-

plies. At that point Willie decided to go to California to look for work.

He needed funds for the trip; his sister, who worked at the Hospital of the University of Pennsylvania, suggested that he try for work at Penn. He came to the University in 1954, and has been here ever since. Willie started in the University Museum, but shortly thereafter he filled in, temporarily, for the janitor in David Rittenhouse Laboratory. He remained at DRL for years, enjoying his life there as he seems to enjoy everything that brings him into contact with people. "Mother taught me, 'Never say I hate someone,'" says Willie. "You can't love God and hate his children".

When Physical Plant discovered that Willie was moonlighting on his own time painting houses, they made him a painter instead of a janitor. Willie also moonlighted at WFIL, where he became friendly with many celebrities. He still has an open invitation from Dick Clark, dating back to the days when American Bandstand was broadcast from 46th and Market Streets, to visit California. So perhaps that trip will still take place.

Blood Donor Dates

There are four Penn Student Blood Donor dates scheduled during the coming weeks. All members of the University staff are welcome at these blood donor centers:

Thursday, March 25	Hill House
1:00-6:00 p.m.	
Tuesday, March 30	Vance Hall
11:00 a.m.-4:00 p.m.	
Thursday, April 1	High Rise South
2:00-7:00 p.m.	
Tuesday, April 13	Houston Hall
12:00-5:00 p.m.	

From the Executive Director of Personnel Relations

Dear Colleagues—

Although we manage to send notices concerning holidays to University offices well in advance of the schedule, there are some faculty and staff who do not see the notices, or who are confused as to how holiday time is administered for different groups. Good Friday is an example worthy of comment, and one that is timely.

Good Friday is a holiday for University employees. It is not a holiday for students, and the academic calendar includes Good Friday in the class schedule. While individual professors may have the flexibility to hold classes or not on Good Friday, it is not a universal day off. In addition, there may be some variations for special work areas, and faculty, staff, and union employees should be aware of situations which supersede University policy. Finally, the Hospital of the University of Pennsylvania has its own personnel policy and holiday schedule, which govern HUP employees as well as the many University employees who work at the Hospital.

This has been a long-winded way of suggesting that each of us should know under what set of rules we must function. The Personnel Relations staff will be pleased to answer any questions you may have.

Gerald L. Robinson

Benefits Fair

The Personnel Relations Department, in cooperation with the A-3 and A-1 Assemblies, will sponsor a Benefits Fair on March 23, March 24, and March 25. Representatives of the various benefit programs offered by the University will be available at the locations listed below from 12:00 to 2:00 p.m. to provide information and answer questions.

Tuesday, March 23—Lobby, Chemistry Laboratories

Wednesday, March 24—Lobby, Dental School, Evans Building

Thursday, March 25—Lobby, Annenberg Center

The Benefits Fair is scheduled to precede the open enrollment period for health and dental plans, which will take place later in the spring. Dates of the open enrollment period will be announced in the *Almanac*. Prior to the enrollment period, all employees are encouraged to review their 1981 Personnel Benefits Statements and to participate in the Benefits Fair, in order to obtain needed information before deciding on any changes to be made in their health and dental coverage.



Elizabeth C. Richardson

Getting to Know You: Elizabeth C. Richardson

Betty Richardson's promotion to the position of Executive Secretary to the Provost should have been exciting. Unfortunately, a nasty spill left Betty a victim of the winter of 1982 and unable to perform her secretarial duties for six weeks.

She was just getting her feet wet in the new job, all too literally, when she slipped at the door to College Hall on January 14 and dislocated her left shoulder and broke her humerus. Friends urged her to go over to University Hospital to have it examined. She did, and ended up spending the next ten days there. Weeks later, when she was able to type again (but still unable to lift the telephone receiver to her ear with her left hand), Betty returned to College Hall.

Betty's introduction to the University, ten years ago, was not quite so dramatic. In fact, her ten years as secretary to Dr. John Lubin and various other associate deans of the Wharton School were relatively placid by comparison. The move from Dietrich Hall to Centenary Hall just over a year ago changed life somewhat, both for better and for worse. "Our offices in Centenary were fine," Betty reminisces, "they were large and convenient. But we did feel isolated from the rest of campus."

Penn has always played a large part in Betty's life. Her husband, her three sons, and a daughter-in-law all hold degrees from the University. While raising her three sons, Tom, John, and Alan, and her daughter, Cheryl, Betty dropped out of the work force for some years. She returned gradually to full-time employment by way of helping in

the office of her church and a part-time position at the Springfield Presbyterian Church.

Springfield has been her and her husband's home for most of her life. If she is not quite a native, she at least remembers when Springfield was a small town. The E. T. Richardson Middle School, named for her husband after his retirement as principal, testifies to his place in the community. Both know the area well, not only from living there so many years, but also from the walks they take with their dog. Their other hobbies—Betty's photography and reading, Tom's gardening—they do separately, although Betty often suggests different plants she would like to have in the garden. However, the walks around Springfield with the dog provide a time to share with each other.

Blood Pressure Machine

During the month of March, an automated blood pressure computer will be located in the entry area of the Franklin Building. This computer has been loaned to the University free of charge by Blue Cross of Greater Philadelphia to encourage the University community to become more aware of their blood pressure. Through a series of free tests during March, individuals will be able to "track" their blood pressure and compare it with a normal blood pressure range. It is hoped that anyone who discovers a blood pressure which is elevated will follow up with his or her physician. High blood pressure, if detected, can in most cases be treated very easily, thus avoiding severe problems which can arise through lack of detection.

Communications Training

Many of you have, no doubt, read or heard the acronym MBO or management-by-objectives. But, are you familiar with CBO or the communication-by-objectives method of business writing? Ask any of the University employees who have taken the newly developed Business Communications II Training Program and they will be able to explain the seven steps of the CBO process to you.

The CBO method is one of the topics that Linda Haynes, Training Specialist for the program, covers in the ten session course. Other topical areas include the six parts of a personal message, the three steps of editing, and the seven steps in sentence coherence. Linda also presents a session on how to write specific kinds of letters, such as letters of appreciation, request, and congratulations and she involves the group in discussions on oral communication and work group behavior.

The Business Communications II Program has been designed for employees who have completed Business Communications I or those who can demonstrate a good grasp of English grammar. All applicants are required to take a pre-test the first day of class to make certain that the course is at the appropriate level for the person. In-class and homework assignments involve the composition and recomposition of letters and memos along with other kinds of written assignments. Employees who successfully complete the program receive certificates at the conclusion of the course.

Linda also continues to teach Business Communications I and the Clerical Skills Program. A new edition to Clerical Skills is the introduction of the memory typewriter which can be seen as a forerunner of the now ever-popular word processor. In the Clerical Program, Linda works with the participants on developing their typing skills, as well as reviewing some basic English grammar rules and math principles.

Enrollment in the Business Communications and Clerical Skills Programs is dependent upon all of the terms and conditions set forth in the Training Office Guidelines. The nature and material of a training program should be of mutual benefit to the department and the individual. The fee for either program is \$100 to be paid by the department. If an employee is registering for a second course, the department will be charged \$65.

For application forms, course syllabi, and copies of the Training Office Guidelines, please contact Ms. Alice Abdulah at extension 3429.

George Koval, Executive Director Student Administration and Financial Services, said that there were positions in his and other areas of the University which require numerical abilities but do not necessitate college degrees.

Panel members Carol Vorchheimer, Controller, University Dining Service, and Saul Katzman, Director, Administrative Affairs, FAS, discussed the importance of people in "numerical" positions also being able to communicate effectively, solve problems and be flexible. Linda Frank, Assistant Director, Personnel Relations, added that a knowledge of computer systems and new technology is becoming more and more important.

Performance Evaluations

As in past years, performance evaluations are in progress throughout the University during the months of March and April. Performance evaluations are intended to be used for all permanent administrative and support staff, other than those in collective bargaining units.

In each school and major department, individuals have been identified to coordinate the distribution and collection of evaluation forms. Since performance evaluations are an important component in the development of human resources for the University, it is hoped that all permanent staff will be given the opportunity to participate in this process.

Evaluation forms should be returned to the person designated to coordinate this effort in each school or department by April 15. Additional forms may be obtained and questions answered by calling Cynthia Latham at extension 6884.

The Secretarial Recruitment Program

Over the past few years, the secretarial recruitment program, sponsored by the Department of Personnel Relations has developed a pool of skilled high school and junior college seniors for secretarial and clerical positions. Many of these candidates have gained experience by participating in the University CO-OP program, designed to train high school seniors in the University environment. Response from participating departments indicates that the placements have been very successful. If you are interested in interviewing these June graduates, please call Marie Skelston or Gabrielle Grant, Room 130, Franklin Bldg., Ext. 7285.

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Edited by: Douglas R. Dickson (243-6093)
Photos by: David Gladstone

Training Schedule

Event	Date	Time	Ongoing Programs For Registration and Information Call	
New Employee Orientation	May 14	12:00 p.m.	Alice N. Abdulah	Ext. 3429
Résumé Development	April 2	12:00 p.m.	Alice N. Abdulah	Ext. 3429
Preparing to be Interviewed	April 15	12:00 p.m.	Alice N. Abdulah	Ext. 3429
How to Conduct an Interview	April 20	12:00 p.m.	Alice N. Abdulah	Ext. 3429
Purchasing Orientation	1st and 3rd Wednesday of each month	2:00 p.m.	Dorothy Vaccaro	Ext. 4078
Accounts Payable Orientation Seminar	Every other Thursday	2:00 p.m.	Isabel Muse	Ext. 7263
Clerical Skills Upgrading Program	Contact Training Specialist for information.		Linda Haynes	Ext. 8808 3400
Business Communications I	New session begins April 20. Classes meet Tuesday & Thursday for six weeks.	1:30-3:00 p.m.	Alice N. Abdulah	Ext. 3429
Business Communications II	New session begins April 19. Classes meet Monday & Wednesday for five weeks.	12:00-1:30 p.m.	Alice N. Abdulah	Ext. 3429
Weight Watchers	Every Monday	4:30 p.m.	HUP Benefits Office	227-3178
Career Directions Series				
Management Leadership Skills Panel	March 29	1:00 p.m.	Alice N. Abdulah	Ext. 3429
Wrap Up Session—Personnel Relations Staff	April 12	1:00 p.m.	Alice N. Abdulah	Ext. 3429
Cardio Pulmonary Resuscitation (CPR)	On Request		Curtis Thomas	227-4CPR

All of the above programs require advance registration. Interested participants should call the contact person to register. Registration is accepted on a first-come, first-serve basis.