

## Climbing the Career Ladder

# Management and Supervisory Skills Program Offers an Option

By Pamela Lewis, Public Affairs

There is a Chinese proverb that says, "Tell me and I will forget, show me and I may remember, involve me and I will understand." Ask any leader and most will say show and tell (something we learned as children) is easy, while involvement that leads to understanding requires different skills that are often developed by some of the best leaders over a lifetime.

Beginning in May, Human Resources' newly improved Management and Supervisory Skills Program (MSSP) will provide an introductory setting for skill development of those UT Health Science Center supervisors and managers at the beginning of their leadership careers.

Endorsing the program, Kay Williamson, director of organizational relations and development in HR, refers to a quotation credited to Peter Drucker, the 20th century management guru, "Leadership is lifting a person's vision to higher sights, the raising of a person's performance to a higher standard, the build-

ing of a personality beyond its normal limitations.

"Helping to shape a leader happens one brick at a time," Williamson continues. "It's not always quick, and rarely is it easy to demonstrate the courage and integrity that sound leadership embodies, but it can be done, and the Management and Supervisory Skills Program is a first step to building such talent."

The program, says William Fetter, Ph.D., program coordinator and senior trainer in Human Resources, is based on the Harvard University Best Practice model for leadership development.

It is designed to give participants effective practices in successful program management and leadership skills. Health science center experts in various fields present topics ranging from strategic planning to performance metrics, from budget basics to handling people with tact, respect and compassion, from coaching to accountability.



William "Bill" Fetter, Ph.D.

Due to the feedback and suggestions received from the 2005 MSSP participants and presenters, the 2006 program will have a slightly different look, Fetter says. "However, just as in 2005, individuals are nominated for participation by their supervisors, managers or directors."

The 2006 program will kick off May 2 and will run 14 consecutive weeks, with the final session Aug. 1. Up to 40 people may participate, and training sessions will be 90 minutes long, providing tools to solve real-world problems in real time.

"The primary goal for the 2006 MSSP is to provide participants with effective leadership tools and skills through networking and hands-on practice, in a highly interactive and fun environment," says Fetter.

For more information concerning the 2006 Management and Supervisory Skills Program, please contact William.Fetter@uth.tmc.edu or (713) 500-3136. ★

## 2005 Recipients of Certificates of Completion

**Brown Foundation Institute of Molecular Medicine:** Kathy Crowley, Barbara Hermann, Gloria Horner; **Child Development Center:** Diane Brooks, Honey El-Naggar; **Dental Branch:** Edward Kelly, David Taylor, Ed.D., Laura A. Warner, Helen Zapata; **Environmental Health & Safety:** Julie Lucas; **Harris County Psychiatric Center:** Twana Calton; **Human Resources:** Marsha-Brody Silva, Paul Kattapong, David Kliene, Jessica Pena, Brent Powell, Ph.D., Maria Rios, Bobbie Ware; **Information Technology:** Krysti Suarez; Stephen Josh Tatum; **LBJ Hospital:** Catherine Sheppard; **Medical School:** Margaret Bailey, Rick Breckenridge, Liz Katsaros, Dianne C. Kirven, Carolyn Love, Suzanne J. Paramore, Annette Roberts, Janet Sherry, Su-

Feng Yu; **Office of Academic Affairs:** Kathy Rodgers; **Office of Development:** Lisa Christison; **Office of Public Affairs:** Linda Brown, Jennifer Canup, Pamela Lewis, Scott Merville; **Office of Research:** Ryan Bien, Kathy Bradley, Cynthia Edmonds, Efen Pena; **Recreation Center:** Cindy Collier; **Office of the Registrar:** Carrie Streeter; **School of Nursing:** Barbara Booth, Troy Fontenot, Joann Mendoza, Dixie Paulson, Michele Shifflett, William Stewart, Tarsha S. Young; **School of Public Health:** Deborah Bollom, Brenda Brown, Mary D. Brown, Christine M. Lusk, Mary Pastore, Maria Saenz; **Telecommunications:** Jimmy Quimby; **UT Physicians:** Julia Garza.

## Contribute What You Can, Where You Can

By Erika E. Hargrove, Public Affairs

*There are times in life when you feel bad because you just can't do enough. And so you do nothing — which makes you feel worse. It took a trip to the other side of the world for me to wake up and realize that bad is just a feeling. It's not an action. And therefore it's far less than enough — it's nothing.*

"Thank you for your ministry," said an older Ugandan lady waiting to see an HIV counselor.

"Oh, no," I said quickly. "I'm not a dentist. I'm just a writer. I am here with the people doing the real work."

"But you are ministering," she insisted. "You are talking to us, aren't you? And you're going to write about our problem, right?" she said.

"Yes, ma'am," I answered.

"Well, you are telling our story and that's a ministry."

This was a conversation I had the last week of January at an AIDS clinic in Uganda, during a goodwill mission that I went on with



Erika E. Hargrove, writer for the Office of Public Affairs and UT Dental Branch, holds on to 6-month-old Connie.

Catherine M. Flaitz, D.D.S., dean of the UT Dental Branch, and Kishore Shetty, D.D.S., director of the Medically Complex Patient Clinic at the Dental Branch. Flaitz and Shetty were part of a team of dentists

from the U.S. who traveled to the East African country to provide dental care to HIV-infected children.

I had been asked to join the team to record the events of the two-week mission through words and photos and tell the story of Uganda's problem — alarming HIV rates — and at least one way the problem was being managed, through bringing quality oral health care to those who are ill.

During the trip I gathered information, took notes, interviewed residents and rocked babies. I got to know a little about what living in Kampala, the capital city, was like. And I also got a sense of the extreme need for oral health care.

A week earlier, even as I boarded the plane, I didn't fully understand exactly how I could make a difference or "minister" on this mis-

sion, hence my above response to the woman who approached me.

Uganda is filled with illness, poverty, lack of education, lack of health care and lack of just about everything else. The more I saw, the less I understood.

- I talked to mothers who had lost several children to the virus and were fighting to save the lives of others.
- I saw children who were 12 and 13 years old who had never been to the dentist — and it showed.
- I saw children who couldn't take their HIV medications because their oral health problems were so severe.
- I listened to the dentists in the group and admired that they were in a position to actually do something for these children and families. And because I wasn't in the same position, I felt bad.

And then one day I just stopped. I stopped looking at all of the problems and my limita-

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### Thank you, UT Volunteers

The past year was filled with rewarding opportunities to volunteer, and the UT Health Science Center community — faculty, staff, students, fellows, residents and friends of the university — stepped up to the plate by supporting food and clothing drives for those in need — especially in response to hurricanes. We asked again and you responded, also supporting community health fairs, student science project judging, speaking opportunities and facility tours. This month, when volunteering is recognized nationwide, we say, "Thank you!"

Read about ongoing volunteer opportunities on Page 2 or visit one of the UT Volunteer Road Show stops 11 a.m.-1 p.m., on the following Wednesdays: April 19, University Center Tower; April 26, Medical School Building; May 3, Dental Branch.



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