



They're not  
going to like you  
but it's OK!

**Your career is more important than likes...**

**KINO WILLIAMS, PsyD(c), MS, PHR, CPHQ, C-TAGME**  
**Senior Staff Associate**  
**SUNY Downstate Health Sciences University**

# In honor of Diane DeSouza

Diane DeSouza – Former P-card and Procurement Administrator

Style of leadership: Straight to the point, direct and concise communicator

Personality: That of an angel

Diane passed on 7/16/2022

Her favorite line to me when I complained:

**“SHUT UP! Don’t blame anybody but yourself. Now get yourself together and show these people who’s boss around here”**



# The Basics

# An **#UPDATED CV** is like oxygen to your career

- Ensure your CV has all the relevant details needed to sell you
- Grammar matters
- Headshots not so much
- Style should be sleek and easy to read
- Your personal email must always be appropriate

**Keep track of all that you do – start a weekly journal**

- Focus more on accomplishments instead of tasks/duties

**Ensure your online CV's are always up-to-date**

**NATHAN JONES**  
MARKETING MANAGER

**ABOUT ME**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra imperdiet enim. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa.

**EDUCATION**

**Master's in MBA**  
JAN 2015 - DEC 2018  
University of NewYork - USA  
Lorem ipsum dolor sit amet, consectetur uer adipiscing elit. Maecenas porttitor congue massa.

**Bachelor's in BBA**  
JAN 2015 - DEC 2018  
University of Washinaton - USA  
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**REFERENCES**

**MR. JAMES COLLENWIE**  
Chief Engineer, MIN Technologies.  
Email: somename@mail.com  
Mobile: +123 4567 8901

**WORK EXPERIENCE**

**Senior Manager** JAN 2015 - DEC 2018  
LEO Company, Paris - France  
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**Senior Manager** JAN 2015 - DEC 2018  
LEO Company, Paris - France  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo

**SKILLS**

HTML / CSS  
PHP / Wordpress

HTML / CSS  
PHP / Wordpress

resumekraft.com

# You've got to #DressThePart

## FIRST IMPRESSIONS ARE LASTING

- Each company/department/division has a dress code
- Leadership (within each domain listed above) will dictate the dress code for your area and your ability to rise within that company/department/division

**DRESS FOR THE POSITION YOU WANT NOT THE POSITION YOU CURRENTLY HAVE**



You heard it from **#LesBrown** first

MOTIVATION HUBB

HOW LONG SHOULD I TRY? UNTIL YOU WIN

**DO MORE**

THAN

**YOU GET**

LES BROWN PAID FOR

# Provide more #VALUE than what you are paid for

- It's not about how much you do, rather its about the value you provide
- Administrator, Residency Coordinator, Practice Manager, Support/Secretarial Staff
- Experience, know-how, connections, soft skills such as time management, ability to prioritize, leadership...

**Critical thinking is a must –don't bring problems, bring solutions**

- Leads to new professional opportunities, promotions, salary increases or bonuses



# #CONTINUALLY increase your skillset

Education

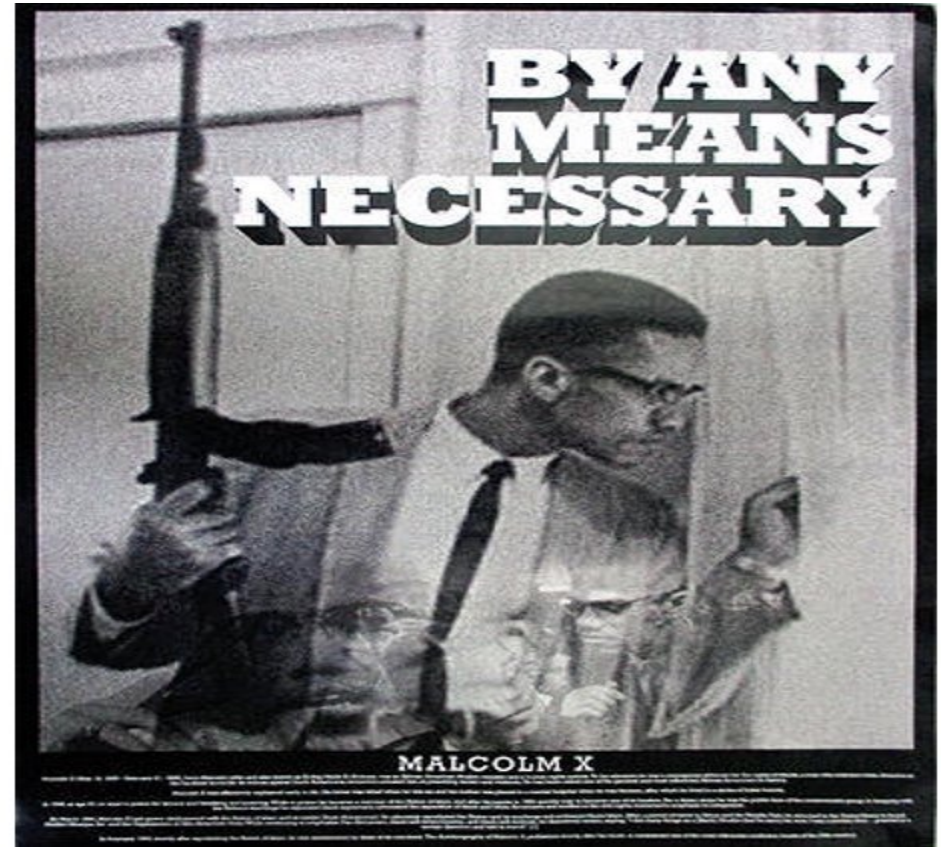
Certification

Qualifications

Workshops

Annual meetings

Virtual meetings/seminars





# Your **#REPUTATION** precedes you...

- What does your reputation say about you:
  - Are you a team player
  - Are you success driven
- What's your track record in meeting deadlines and accomplishing targets and goals
- A good reputation will allow you to make and keep connections
- Diversify your interests, activities and connections

**EVERYBODY WANTS TO BE ASSOCIATED WITH A WINNER**



# #NETWORK and not the IT version

- Social Media is a great way to tell your story, and to market yourself to persons who may not necessarily know you or work with you directly
- Add persons who inspire you, motivate you or whom you admire

## GET A MENTOR

- Be active – like, share, comment, ping, message
- Use POPULAR #Hashtags so that your work pops up in more searches
- LinkedIn – everyone should have a LinkedIn page
- Facebook – join professional groups

Social + Media = We are the media

- Listening
- Sharing
- Participating
- Voting
- Communicating
- Connecting
- Collaborating
- PINNING!!!!
- Posting

A hand is shown holding several logos for social media and technology. The logos include Google Alerts, RSS, Twitter, Facebook, YouTube, Pinterest, and Houzz. The background is a bright yellow gradient.

Google Alerts

RSS

twitter

facebook

You Tube

Pinterest

houzz

# There are **#NO FRIENDS** in business

- Associates
- Coworkers
- Supervisors
- AVP's
- CEO's

**JUST NO FRIENDS...**

**Professionalism must remain a  
cornerstone in all your activities**



# Go to the #SOURCE

## Follow the #POWERTRAIL

- Consult the #REQUESTOR not your #PEER
- Address issues with persons who **CAN** fix them
- Remove 3<sup>rd</sup> parties to eliminate message distortion
- Remove noise and chatter



# #RECOGNITION is an important tool in your career tool kit

- Recognition brings with it OPPORTUNITY

## OWN YOUR WORK, ACHIEVEMENTS AND ACCOMPLISHMENTS

- Apply for every recognition or award that is available to you
- Let the whole world know of what YOU have done

**Participate on committees, and key projects both department-wide as well as institution-wide**



# Your Mindset

# #OprahWinfrey's words of wisdom



# The biggest BATTLE is in #YourMind

- Often times title follows action meaning you've been doing the job long before OFFICIALLY being appointed to the position

**Fear is believing you can't do the same thing that you have been doing all along**

- We limit ourselves by allowing the words and actions of others to infiltrate our thoughts when in fact those views and opinions should have #ZERO impact on our lives





# Your #PASSION is in your purpose

Your dream and vision is just that YOURS

No one else has to understand

No one else has to know

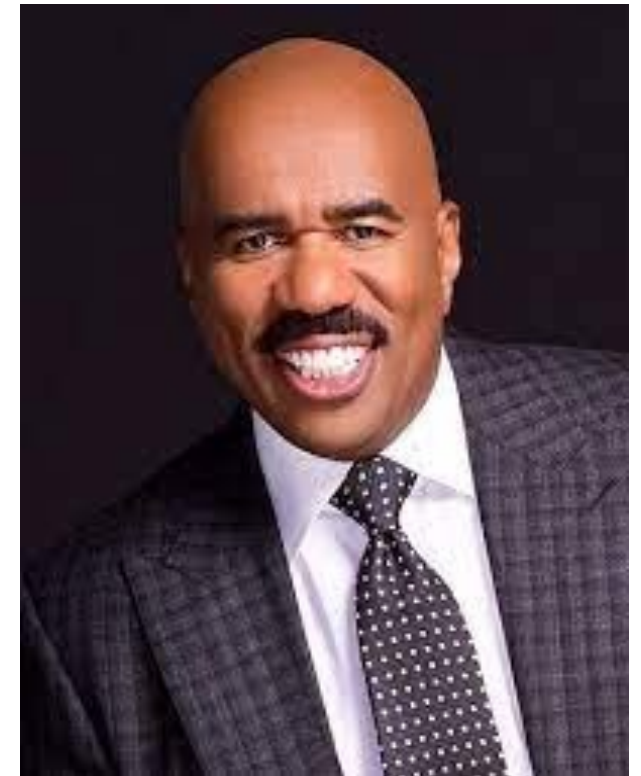
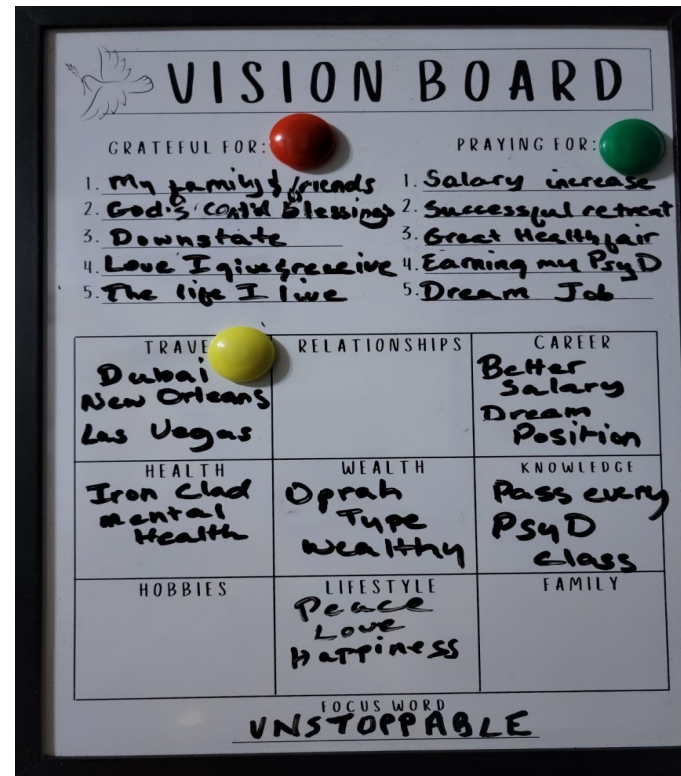
**#DoYOU**



# #VisionBoard brings to life the thoughts and ideas in your mind

- If you can **enVISION** it, you can achieve it
- Create a Vision Board
- Review it daily
- Update it constantly – adding new goals, removing completed goals

**If you don't live your dream, you will work to make someone else's dream come through**



# Be **#COMMITTED** to the process

- #SetGoals
- #NoCopOuts
- #ShatterThem
- There will be obstacles and failures

**Failure is part of  
SUCCESS but  
SUCCESS is the only  
outcome**



### Sometimes It Takes Two

As you all know, Ms. Gloria Jorge has retired. It is such an honor for us to be considered as the new voice of the RPCF newsletter. First, we must commend and acknowledge the wonderful job that Ms. Gloria Jorge did, frankly, it was "AWESOME". With this in mind, we will make every effort to continue this newsletter exemplifying and mirroring Ms. Jorge's work in some way. The output Ms. Jorge has set forth thus far is impeccable, no wonder it will take two of us to fill her shoes.

### **\*\*\*Team Work Makes The Dream Work\*\*\***

"We need you". To ensure the continued success of the RPCF Newsletter, we would love to hear from you. Please feel free to email us, your ideas, comments, suggestions, etc. Our goal is to provide you with not only an informative newsletter; but also a newsletter that will encourage and inspire growth and self-development. Let us know how we can help you. We are here to listen.

# Celebrate #SUCCEESSES - yours and others

- Be like peter pan ... and never give your magic and wonder away

**Applaud yourself and others for outstanding work and accomplishments**

- Keep your fire burning
- Keep your dreams and hopes alive
- Inspire others by expressing to them how they have inspired or motivated you



# Step out of your #COMFORTZONE

**Growth can not and does not occur in comfort or security**

- Conduct a Skills/Career Gap Analysis
  - Clinical knowledge/experience gap
  - GME gap
  - Leadership gap
  - Lack of a tertiary degree
- Identify how to correct this gap
- And do it

**Challenge yourself...each year obtain a different skill**

**THE GROWTH  
AND  
DEVELOPMENT  
OF PEOPLE IS  
THE HIGHEST  
CALLING OF  
LEADERSHIP**

*~harvey s firestone*

# #Criticism is part of professional development

- Know the difference between constructive and destructive criticism
- **Constructive criticism focuses on:**
  - The work product not the person
  - Gives feedback on how to improve the final product
  - Is meant to improve the employee's knowledge and understanding so that goals can be met
  - Allows the employee to identify any barriers or issues encountered
  - Ex: **"Kino, thanks for your hard work but there are some missing elements in your presentation. If you include the following... into your work, it will strengthen your argument. Additionally, citations are important"**



# Saying “Thanks” is important

- Helps to build connections
- Shows character
- Creates goodwill for you
- Makes people more inclined to help you in the future

**GOODWILL NEVER STOPS PAYING OFF**

Replies to Michael Zenilman's comment on this post



**Michael Zenilman** · 1st  
Chair, Dept of Surgery at NY Presbyterian Broo...  
17h

Congratulations Kino!! Remember where it all started... keep up the great work

Love · ❤️ 2 | Reply · 1 reply



**Kino Williams, M...AGME** Author  
Senior Staff Associate at SUNY Downst...  
11h (edited)

Dr. Zenilman how can I ever forgot you and Surgery ❤️❤️❤️❤️ I couldn't ever.....thank you sir. Always grateful and thankful

Like · ❤️ 1 | Reply

**From:** Kino Williams <[Kino.Williams@downstate.edu](mailto:Kino.Williams@downstate.edu)>  
**Sent:** Friday, June 17, 2022 5:53:36 AM  
**To:** Ellen Berkowitz <[Ellen.Berkowitz@downstate.edu](mailto:Ellen.Berkowitz@downstate.edu)>  
**Subject:** Delayed but not denied

I want to thank you Dr. B for all your support and belief in me over the years.

I remember leaving for Ortho in 2011 and it was the 1st year the coordinator award was ever awarded and you were like "Keenz I won't be able to nominate you." God is good, delayed but not denied.

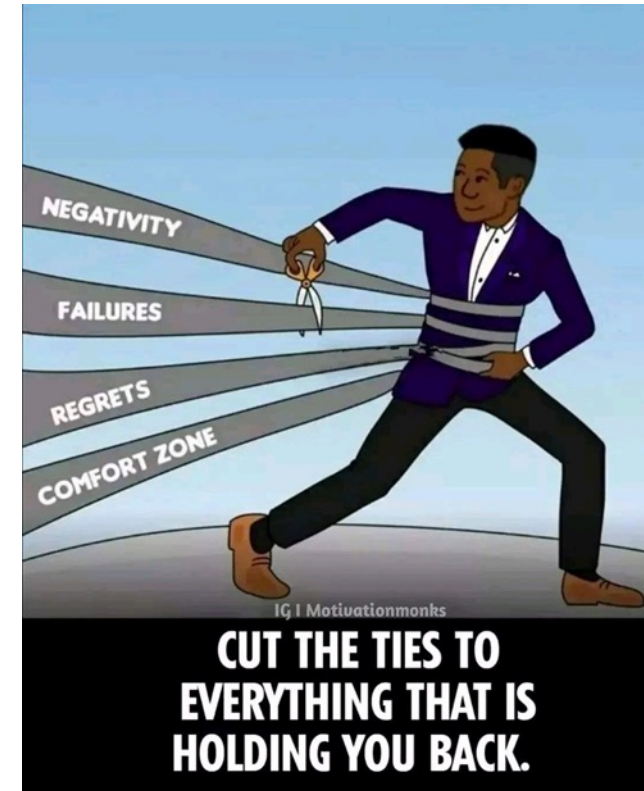
Love you Doc,

Kino

# You're going to have #HATERS

- IGNORE
- REMOVE
- REPLACE

**Leave all the baggage behind...**





# Sticks and stones may break my bones but words **#CAN** hurt you

Words that I am called by others	Words I call myself
Myopic	Accountable/Owner
Difficult	Strive for excellence
Arrogant	Confident
Know-It-All	Knowledgeable
Entitled	Earned Privilege
Fun, friendly and an enthusiastic champion of well-being	Experienced, leader, trail blazer, educated, talented, skilled



**The only thing that matters is what you answer to!**

# #RESPECT goes both ways

- Treat people the same way you want to be treated
- Remember everyone is facing a battle that no one knows about
- Title in today's working environment doesn't carry the same weight/value/significance as it once did
- Be kind

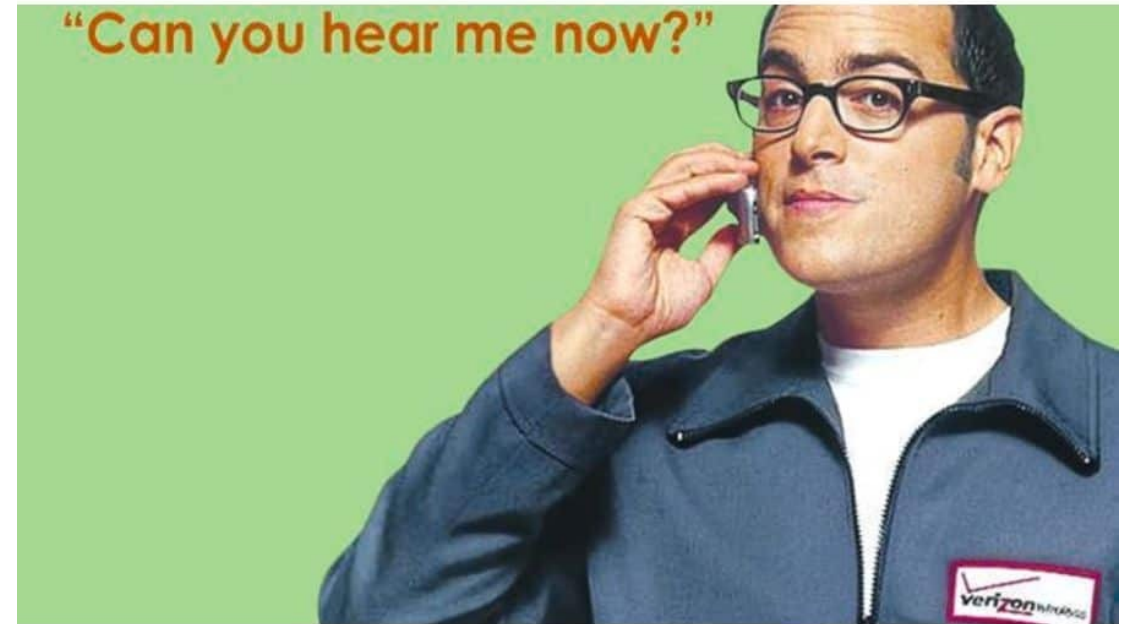
**SPEAK UP  
BUT ALSO  
LISTEN**



# #Communciation is everything

- Do I understand what is required of me
- Am I properly communicating my workload, effort and difficulties encountered
- Am I keeping everyone abreast of the project's progress
- Do I need to ask for help

**Proper communication will reduce conflict and a waste of resources**



What's out there for me to help me reach  
my higher educational goals?

# Use all your #RESOURCES - Individual Development Awards

- [www.uupinfo.org](http://www.uupinfo.org)

- Individual Development Awards Program

- Will reimburse coursework, seminar/workshop attendance, research and other scholarly activities

## Individual Development Awards Program

### Program Guidelines

The Individual Development Awards Program is the largest of the NYS/UUP JLMC programs. The Campus Professional Development Committee administers the Individual Development Awards Program on each campus, including establishing application deadline dates, reviewing applications, making an award, and notifying applicants.

### Objective

The Individual Development Awards Program is designed to support a variety of professional development projects or activities by assisting eligible employees to develop their full professional potential and to prepare for advancement. Employees who accrue annual leave are not required to charge those credits for any project or activity funded by an Individual Development Awards Program.

The types of support available include:

- Registration fees for conferences or workshops.
- Travel and related expenses (including lodging and meals).
- Tuition at the maximum allowable SUNY rate at the time of application.

### Funding

The Individual Development Program is funded through labor-management funds negotiated under Article 21, Statewide Joint Labor-Management Committees of the Agreement between the State and UUP. Proportional allocations are assigned to each Campus Professional Development Committee based on the number of UUP-represented employees on a campus. The Campus Professional Development Committee is required to dedicate a minimum of 15% of the funds allocated to their campus to part-time employees. If applications from part-time employees amount to less than 15% of the total funds, then the remainder from the set aside amount can be reallocated to awards for full-time employees. On campuses where more than 35% of the employees are part time, the Campus Professional Development Committee should consider increasing the portion of funds set aside for part-time awards.

### Awards

- The maximum amount that can be awarded for each employee under this program is \$2,000.
- Employees may be funded for up to two projects or activities, not to exceed a total of \$2,000 for the period of July 2, 2021 to July 1, 2022.

### Eligibility

- Full-time or part-time employees.
- Full-time employees must be in the bargaining unit at the time of the award and during the dates of the projects or activities.
- Part-time employees who meet the eligibility tests for 26-weeks coverage for health benefits, and are eligible for health benefits during the summer, will also be eligible for funding for a project or activity that occurs during the summer, even if they are not on the payroll during the summer. The proposed projects or activities must:
- Enable the employee to meet one or more of the criteria specified in the following SUNY Policies of Board of Trustees: Title A. Evaluation of Academic Employees, §4. Criteria (a) - (e); Title B. Promotion of Academic Employees, §2. Criteria (a) - (e); or Title C. Evaluation and Promotion of Professional Employees, §5. Criteria (a) - (e), of Article XII Evaluation

and Promotion of Academic and Professional Employees, of the Policies of the Board of Trustees.

- Meet particular areas of interest or activities within the categories eligible for support as identified by the Campus Professional Development Committee.
- **Projects or activities must fall within the following categories:**
  - Basic, applied, or historical research.
  - Curriculum or instructional material development.
  - Workshop, seminar, internship, or course work not covered by Article 49, Program for Tuition Assistance or SUNY tuition waiver.
  - Conference participation or attendance.
  - Preparation of material for publication.
  - Grant proposal development.
  - Artistic or creative endeavors.
  - Other work-related professional development projects or activities.

Descriptions of the projects or activities including:

- Type of event, event site, and sponsor.
- Whether the employee is presenting a paper or formally participating. If presenting a paper, the title of the paper and nature of the presentation must be provided.
- A letter of acceptance of the paper being presented or other proposal. If acceptance is pending, the Campus Professional Development Committee should be notified of its receipt as soon as possible, but no later than two weeks prior to the dates of the projects or activities.
- How these projects or activities will further the employee's professional development or otherwise assist in preparing for advancement.
- A brochure, announcement, or other relevant material describing the projects or activities. If material is not yet available, information should be sent as soon as possible but no later than two weeks prior to the date of the project or activity.
- A list of other grant support for the projects or activities.

### Application Deadlines

The date for submitting a completed application with attachments is determined by the Campus Professional Development Committee. The decision to fund an application is at the discretion of the Campus Professional Development Committee.

### Application Process

#### General Program Information

The [General Program Information](#) section provides information pertaining to the disbursement of New York State/United University Professions Joint Labor-Management Committees' funds, including application follow-up, acknowledgment of committee funds, expenditure limitations, reimbursement of expenditures, equipment policy, and contacts.

1. Read the Application Instructions.
2. Fill out, print, and sign the Application.
3. Send the Application with required attachments listed below to the Campus Professional Development Committee.

### Required Attachments

- An updated brief curriculum vitae.
- Additional information may be requested by the Campus Professional Development Committee.

# Use all your #RESOURCES – Certification Licensure Exam Fee Reimbursement

- [NYS/UUP JLMC  
CLEFR Program |  
Office of Employee  
Relations](#)
- Will pay the examination fees for all **NEW certifications**



NYS/UUP Joint Labor-Management Committees  
**NEW EXAM FEE REIMBURSEMENT PROGRAM**

**CERTIFICATION  
LICENSURE  
EXAM  
FEE  
REIMBURSEMENT**

The CLEFR Program assists employees with the cost of attaining initial certifications, licenses or designations which are related to their profession or necessary for promotional opportunities and career mobility within the State University of New York (SUNY). Examination fees to renew certifications, licenses, or designations previously obtained by an employee are **not** reimbursable. Maximum reimbursement is \$1,000 for the period January 1, 2021 to December 31, 2021.

For NYS/UUP CLEFR Program guidelines and application, please go to:  
[goer.ny.gov/nysuupclefr](https://goer.ny.gov/nysuupclefr).

**For additional information contact:**  
NYS/UUP JLMC  
2 Empire State Plaza, 8th Floor  
Albany, NY 12223

Email: [nysuupclefr@goer.ny.gov](mailto:nysuupclefr@goer.ny.gov)  
Phone: 518.486.4666  
Fax: 518.486.9220

PROFESSIONAL  
DEVELOPMENT



# Use all your #RESOURCES - Federal Loan Forgiveness

[Public Service Loan Forgiveness |  
Federal Student Aid](#)

Employed full-time at government  
employer

Made 120 qualifying payments

## General Information

### Are loan amounts forgiven under PSLF considered taxable by the IRS?

No. According to the Internal Revenue Service (IRS), student loan amounts forgiven under PSLF aren't considered income for tax purposes. For more information, check with the IRS or a tax advisor.

### Does my income level determine my eligibility for PSLF?

There is no income requirement to qualify for PSLF. However, since your required monthly payment amount under most of the qualifying PSLF repayment plans is based on your income, your income level over the course of your public service employment might be a factor in determining whether you have a remaining loan balance to be forgiven after making 120 qualifying payments.

### Can I be certain that the PSLF Program will exist by the time I have made my 120 qualifying payments?

We can't make any guarantees about the future availability of PSLF. The PSLF Program was created by Congress, and Congress could change or end the PSLF Program.

## Qualifying Employer

### What counts as a government employer for the PSLF Program?

Any U.S. federal, state, local, or tribal government agency is considered a government employer for the PSLF Program. This includes employers such as the U.S. military, public elementary and secondary schools, public colleges and universities, public child and family service agencies, and special governmental districts (including entities such as public transportation, water, bridge district, or housing authorities).

A government contractor isn't considered a government employer.

You can visit our [Public Service Loan Forgiveness \(PSLF\) Help Tool](#), which will help you determine if an employer is considered a qualifying employer under the PSLF Program.

**Note:** Service as an elected member of the U.S. Congress is not qualifying employment for PSLF.

### Which not-for-profit organizations qualify as eligible employers for the PSLF Program?

Eligible not-for-profit organizations include

# Use all your #RESOURCES

## Ask your department

Some departments are more laden in resources than others, but nothing beats a try:

- Many programs have Inter Fund Reimbursement Accounts otherwise known as IFR's – all bring in \$\$\$ for academic support
- IFR balances transfer over to the next fiscal year
- Departments Hospital Accounts operate on the motto: Use it or loose it: funds must be spent in the current fiscal year
- COM Accounts have a spend date: monies must be spent by June 30
- Typically, department administrators will know by April how much money they must spend by June 30
- **You may be able to bargain with your department by suggesting that they pay for your professional development activity and then be reimbursed through the IDA/PDA or CLEFR; thus no money ever comes out of your pocket!**

Note:

- Every coordinator in larger department should not all request educational expense coverage at the same time
- Coordinators should request every other year rather than yearly



# Use all your **#RESOURCES** –The ask

Prepare an email about the benefits of having the professional development item:

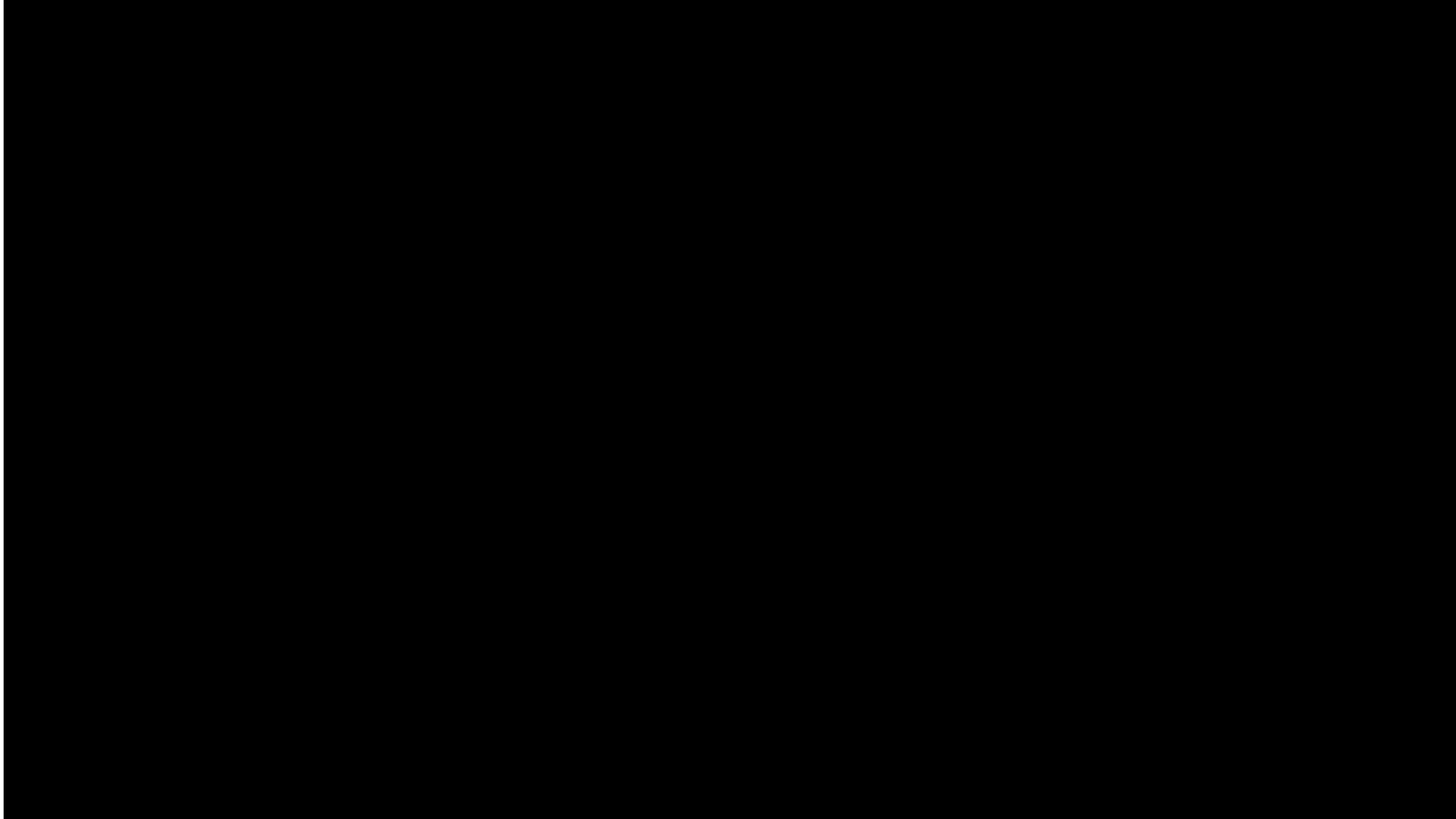
- benefits to the program
- department and institution
- finally, yourself

Leaders want a cost benefit analysis

The ACGME encourages program coordinator development through their coordinator specific educational conferences

**Be persistent but respectful – THIS BENEFITS YOU**

What **#DrSmith** said...



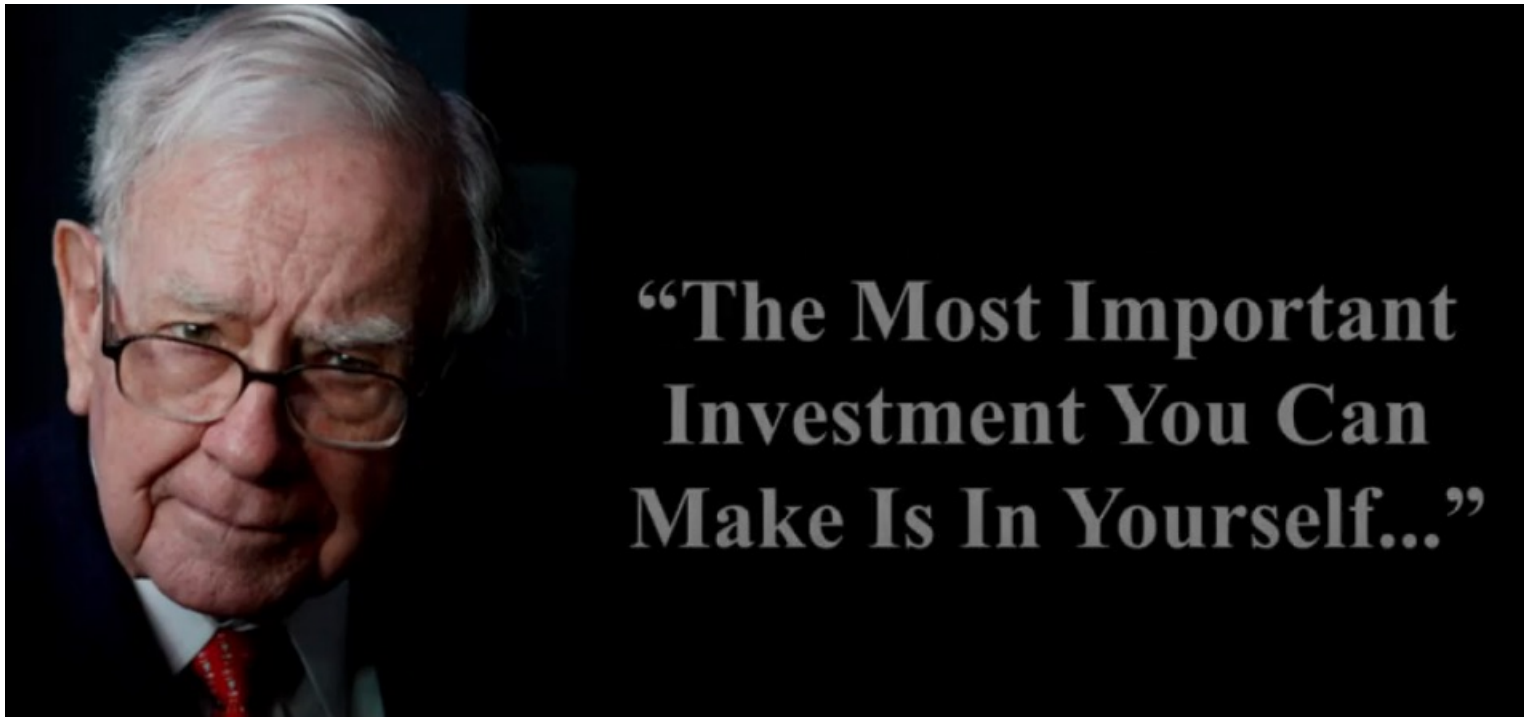
# Use all your **#RESOURCES** – Get TAGME Certified

- **The GME will pay all examination fees for 1<sup>st</sup> time test takers**
- The RPCF has created a Blackboard TAGME learning portal designed to assist coordinators with their TAGME certification prep
- **Study materials, PowerPoint presentations, test day advice, practice tests and more**
- Every coordinator should request permission to this portal regardless of when you will be taking this examination
- Questions were formatted to replicate actual TAGME questions

**NOTHING COMES FOR FREE**

- **To gain access every coordinator is asked to contribute 10-20 questions to the test bank**

# SHOW THEM WHO WE ARE



Warren Buffet

**THANK YOU**