

EAO News for Managers

July 2021

Dear UW-Madison Supervisory Community,

It is with great honor and privilege that the employee assistance office will be dedicating this newsletter to two incredible professionals, Sherry Boeger, EAO Director, and Lisa Tiedemann, EAO Office Manager, who have dedicated their careers to the service of the health and mental health fields, and will be retiring this month.

Sherry Boeger

Sherry has worked for the UW-Madison Employee Assistance Office (EAO) for the past twelve years, starting as an EAO consultant for five years and transitioning to the EAO Director for the remaining seven. Prior to the university, Sherry's 30-year career in the mental health field has been spent working as a psychotherapist, substance abuse professional, and employee assistance counselor and consultant. She has been an active member of the International Association of Employee Assistance Professionals in Education.

During her career on campus, Sherry has provided counseling and consultation to thousands of employees and managers, responded to grief and traumatic events across campus, promoted healthy communication and a supportive, respectful workplace through trainings and consultations, and worked to advance the mission of the University. The impact she has had on employees and managers is captured in feedback surveys and consistently includes appreciation for her kind and compassionate counseling skills, expressions of relief for receiving just-in-time practical life skills, appreciation for her calm and wise perspective and much expressed gratitude. We are sure her impact is demonstrated well beyond our surveys, in lives made better, units running more smoothly, and conflicts resolved, to name a few. Under Sherry's superb, pro-active leadership, the Employee Assistance Office has doubled its utilization, implemented employee satisfaction surveys, implemented suicide prevention trainings, and transitioned to a best practice hybrid employee assistance program by bringing on LifeMatters, an external employee assistance program to expand services to 24/7/365, and provide employee assistance services to UW-Madison employees throughout Wisconsin and nationally. Sherry has provided excellent leadership of the Employee Assistance Office throughout the COVID-19 pandemic, allowing for a continuation of essential mental health support and consultation throughout this critical time.

In her retirement, Sherry looks forward to volunteering, traveling, and visiting friends and family, particularly her family in Texas. As a lifelong learner, she plans to take classes like gourmet cooking classes and glass blowing. Congratulations Sherry!

Lisa Tiedemann

Lisa retires with 17 years of dedicated service with the University of Wisconsin-Madison. During her earlier years with the UW, Lisa was a unit clerk at UW Hospital, and a program assistant for the UW Hospital Department of Surgery and the Department of Family Medicine. As she started growing her own family, she steered her career in a different direction, enjoying a 20+ year career as a birth and parenting educator, a health educator for women in a drug and alcohol treatment program and a project coordinator for a statewide program to reduce fetal alcohol spectrum disorder (FASD), training county public health nurses around the state. During this time, she developed strong skills as an educator, writer and health and wellness advocate. Ten years ago, she returned to UW-Madison with the School of Medicine and Public Health (SMPH) in their Family Medicine Residency Program, then in the M.D. Admissions office, and in the Dean's office. In these roles, she provided administrative support to numerous faculty, staff and students in SMPH. She was described by one of her former SMPH supervisors as "the consummate professional," and she lived up to that in the EAO office.

Lisa has been the office manager of the EAO since January 2, 2019. When employees and their family members reach out to EAO, Lisa is the first point of contact, providing safe, respectful, and effective service delivery and resource support to address their needs. Lisa approaches this role with the highest level of professionalism and kindness, and the impact and importance of that is reflected in employee feedback surveys. During her time in EAO, Lisa took the lead writing and distributing the EAO managers newsletter, developing promotional and wellness materials, managing data, representing the office at campus events, and producing reports and presentations for the office. Her organizational skills and eye for process improvement have kept the office functioning efficiently, and the most notable demonstration of this was the responsive and seamless transition to virtual employee assistance services during the COVID-19 pandemic.

We will miss Lisa's sense of humor, which catches you by surprise and leaves you smiling. Please join us in wishing Lisa well as she and her husband Craig and dog, Mollie move on to the next big adventure-retirement!

Stay Tuned

Next month we will be announcing the new EAO Director and Office Manager! The EAO office and Life Matters continues to be a service to you, your staff, and family members.

The LifeMatters materials can be found by clicking on the following link:

https://www.empathia.com/promos/current_wpo_complete.php

This month's promotional content includes:

LifeMatters (newsletter):

- Setting Limits on the “Virtual” World
- Choosing Happiness
- Creating a Re-entry Budget
- Reducing Summer Cooling Costs

The Advisor (newsletter for managers and HR):

- Communicating Across Divides
- Difficult Conversations

Poster:

- Taking Care of You
- Finding Joy

Don't miss their upcoming employee and management webinars! Go to mylifematters.com and sign in with your Bucky2. Webinars are located under “Quick Links.”