

From survivors to an amazing race team



South African Online User Group
Training tips talk
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Denkelelers • Leading Minds • Dikgopolo tša Dihalefi

Good morning/
Sanibonani!

I am Elsie Verheem: Information
specialist for Consumer Science and
Food Science and Technology

My very informal presentation will focus
on **Involvement** which includes
communication and **commitment**

An old Chinese proverb reads:

Tell me, I will forget
Show me, I may
remember,

INVOLVE ME
I will understand

危機

We all have unique ways in which we define our roles as information specialists

- With my colleagues: I listen and learn
- With students and academics: I listen, learn, encourage and assist.

- ALL IN AN EFFORT
- TO MEET THE DIVERSE
- NEEDS OF OUR CLIENTS

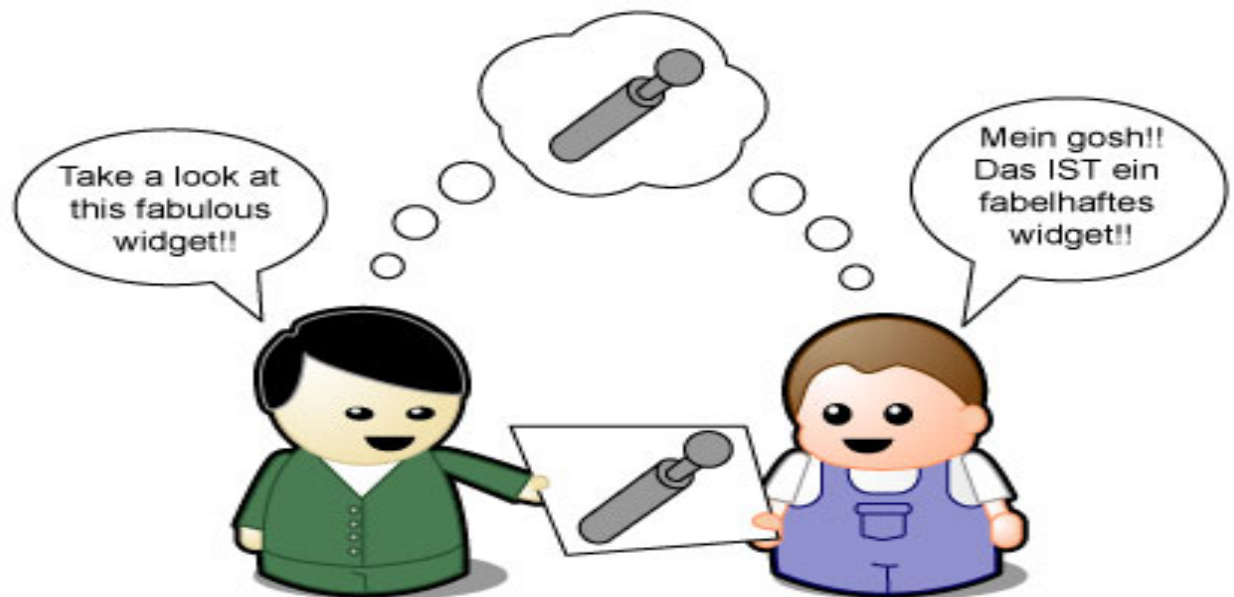


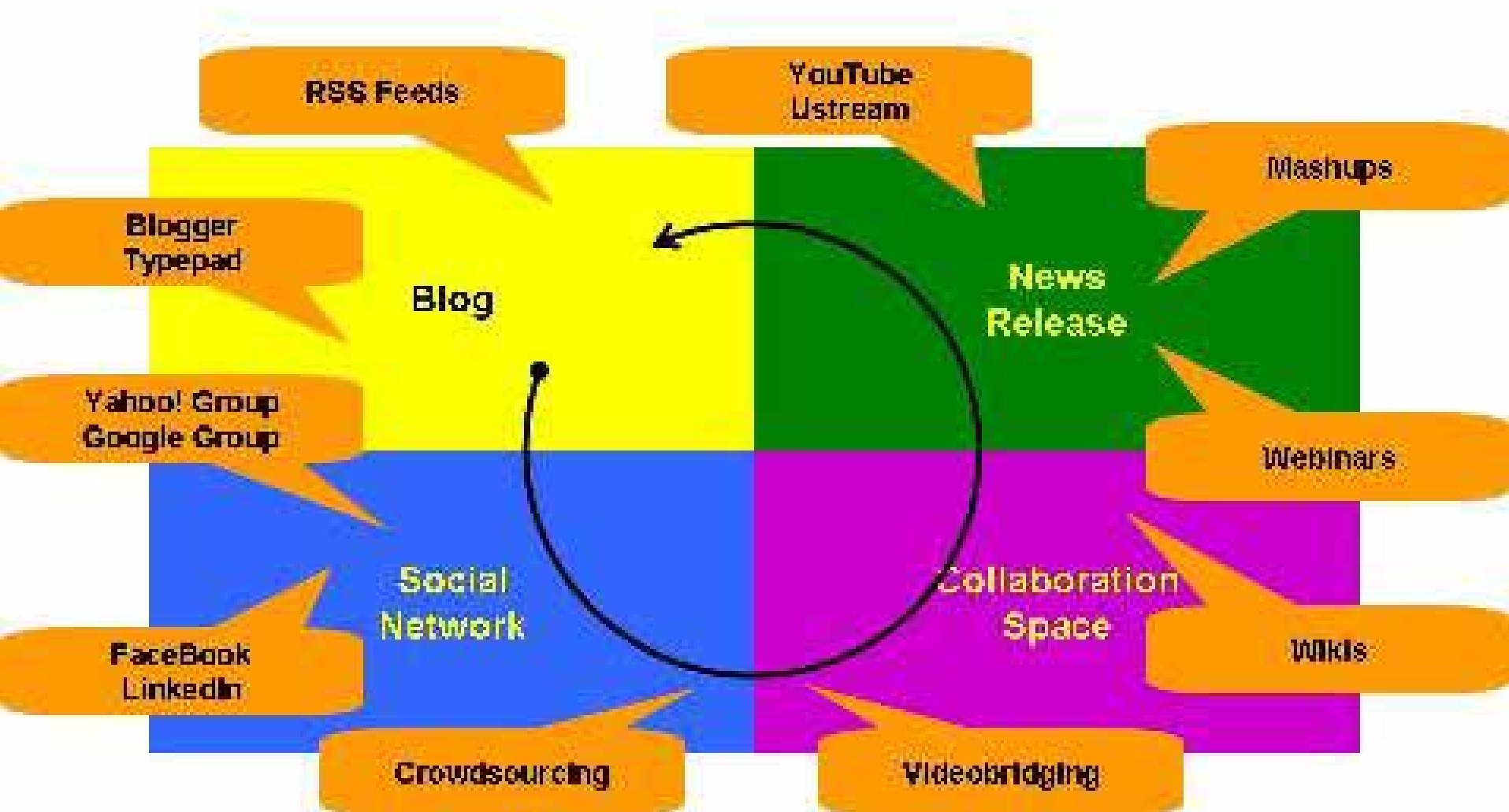
HOW DO I GET INVOLVED IN THE RESEARCH PROCESS OF MY CLIENTS?

- By communicating:
 - That involves listening attentively,
 - asking repeatedly and
 - responding enthusiastically!

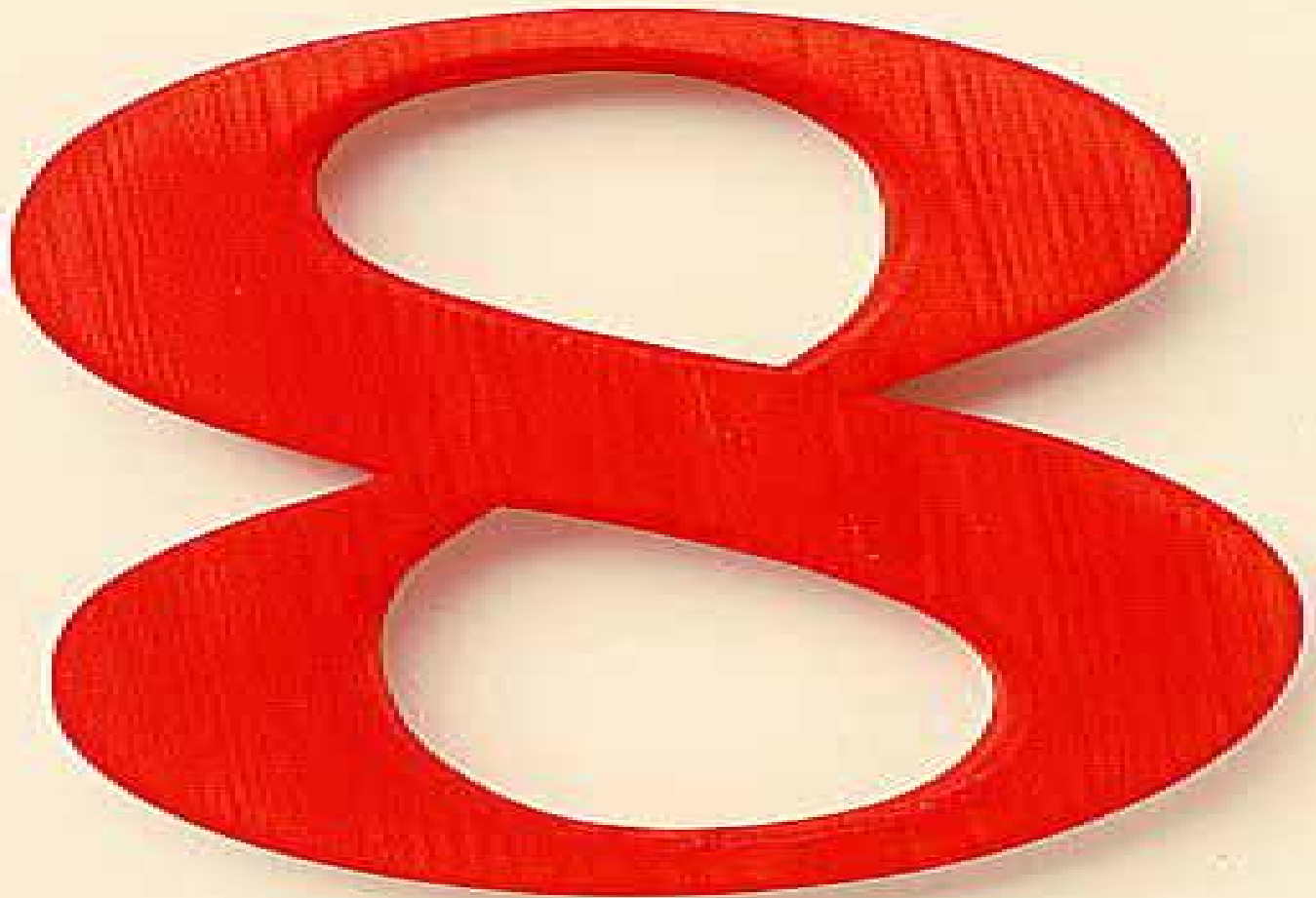


Apart from Verbal and Non-verbal communication
you have the following to
your disposal





**The communication process
resembles the figure:**



Why? Because it is described as the infinity symbol in sacred geometry. It has no beginning and no end.

While you are listening or reading, new ideas are formed in your mind and as you pass it on, new ideas are being formed in the listener's mind.



COMMITMENT!



COMMITMENT

- To give your very best to your clients
- To keep abreast of new trends and technologies
- To use it creatively

HOW



Some of the queries from Post-Graduate students:

- Could you kindly assist me, I am looking for information on
- Pseudomonas species, lactic acid bacteria..... on fresh meat after chilling:
-
- Fruit Glycoside Hydrolysis, enzyme hydrolysis of Naringin in Grapefruit
- Also:
- Functionality of illiterate consumers: How do they function in the market place..
- Traditional foods in Swaziland, e.g. bread or green leafy vegetables
- Karoo Lamb and the branding possibilities of the product

Be available whenever possible

Be approachable



And be

S M A R T !

