2007
MODEL SUPERVISOR AWARD

ROSEMARY LOMBARDI, CVT, Head Nursing Supervisor for the Matthew J. Ryan Veterinary Hospital, School of Veterinary Medicine

Ms. Lombardi, a Certified Veterinary Technician, arrived at Penn in 1991 and rose through the ranks to her current position. She supervises 20 nurses and five nursing assistants and helps mentor new supervisors in the Nursing Department. In her role as supervisor of the Vet Hospital's Intensive Care Unit, Ms. Lombardi is responsible for scheduling and managing operations that run 24 hours a day, 7 days a week. Her staff report:

"No words can describe the amazing contribution that Rosemary Lombardi has given to VHUP in her 16 years of service. She has a gift to lead that can't be matched by any other person on staff."

"[Rosemary] helps her staff not only realize their goals, but to achieve them as well… She mentors us through personal and professional challenges. She teaches us so that we understand."

"[Rosemary] demands high quality and hard work and at the same time inspires pride and a sense of accomplishment amongst her staff."

"[Rosemary's] soft quiet voice and manner fills our hearts with compassion and trust… But make no mistake that soft quiet voice and manner are a power house that reaches the very soul of the many egos that dwell within a hospital environment."

FINALISTS

JOANN DESIDERIO, Director of Delivery and Operations, Wharton Executive Education, The Wharton School

Ms. Desiderio came to Wharton in 1996 and rose through the ranks to her current role. Joann is responsible for 34 staff members, 18 as direct reports. Together, they implement approximately 225 executive education programs involving around 8,000 participants a year.

Her staff tells us: "[Joann] treats everyone with respect, grace and intelligence... She handles difficult situations with diplomacy, integrity and optimism."

PAMELA LAMPITT, General Manager, Conference Services, Business Services Division

Ms. Lampitt began her career at Penn in 1981 in Dining Services and moved to Conference Services in 2002 for this role. She supervises six staff members and during the summer months, oversees an additional six full-time staff and 40 students. She is responsible for planning and implementing conference, event, and visitor services for campus conferences as well as for many of the summer activities at Penn.

Her staff tells us: "Pam has a talent for motivating members of her staff to perform at their best. She is supportive and instills a team spirit with authenticity and verve."

MSA NOMINEES

Christina M. Costanzo Clark, Office of Academic Affairs

Kim Garrison, Divisioin of Finance Research Services

Mary Kononenko, College of Arts and Sciences

Margaret Lizotte, Office of the Dean, School of Dental Medicine

Jacqueline Lowry, Office of Business and Finance

Nancy Peter, Out-of-School Time Resource Center

Sally Powell, Matthew J. Ryan Veterinary Hospital

J. Russell Ramsay, Adult ADHD Treatment & Research Program

B. Diane Scipio, Office of Technology & Information Systems

BEHAVIORS

The following behaviors reflect the University's standards for a Model Supervisor and were used by the Models of Excellence Selection Committee to identify individuals who qualify for this award:

- Applies fair and consistent actions

- Communicates goals and expectations clearly and holds staff accountable

- Removes unnecessary barriers to accomplishment and assists with problem solving

- Provides feedback in a constructive way and manages issues in the workplace

- Treats all with dignity, respect, and integrity

- Collaborates with other peers and organizations and supports an environment of collaboration

- Empowers everyone to achieve their best and offers development opportunities for future growth

- Understands and supports work life balance

- Provides tools for achievement

- Appreciates the contribution that a diverse workforce offers, and supports efforts to sustain a diverse workforce

- Safeguards and manages assets and institutional resources for the greatest support for institutional goals