



THE DAIRY CULTURE COACH

Helping You Manage Your Multicultural Team for Success



What, Why, How?

Do you manage your employees? Or do you lead your employees? Leading employees has been a recurring theme lately at some of the conferences I've attended over the winter months. There are plenty of different definitions of the two, but here is what I think it comes down to:

Managers have employees. They direct groups of people and tell them what to do.

Leaders have followers. They create teams of motivated people by winning followers through communication and persuasion.

I would argue that both are very important. If you don't have someone on the farm every day seeing to all the little tasks of managing a group of employees, details can start to fall through the cracks, leading to bigger problems down the road.

But managers should certainly aspire to be leaders. Why? Well, managers get things done, but they're not necessarily liked for it. Leaders, however, are the people that you want to work for. They cultivate a workplace where people are excited to come to work and feel strongly that their job is more than just a job.

What are some of the things you need to do to help yourself or your staff become leaders? Start with one basic necessity: solid communication.

What/Job Descriptions: Communication starts before someone is even hired for a job. When you interview a potential employee, you should be able to explain clearly what the job is. Having a basic job description for each position on the farm is essential.

How/SOPs: There are certain tasks on a dairy farm that must be completed in a precise fashion every time in order to achieve the desired results. Whether we're talking about prepping cows for milking, deciding how to treat a sick cow, or scrubbing colostrum pails, there is (or should be) a right and a wrong way to complete the specific task on your farm. SOP's are great training tools for employees new to that task, and should be written and posted in conspicuous locations around the farm.

Why/Training: Does the employee know why you put that protocol in place? If they don't understand the *why* behind the *how*, chances are they might come up with their own way of doing the task. They will most likely have a

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Spring Vocabulary

Las Flores— Flowers

La Lluvia – Rain

La Neblina— Fog

El Sol— Sun

El Amanecer— Sunrise

Sembrar— to Plant

Arar—to Plow

El Llano—Grass/lawn

Día del Trabajo—Labor Day



good reason (it's easier, faster, more efficient) but it won't always lead to the desired result.

Rules: Employees need to know what the farm's rules and policies are. Some of these are mandated by the state (like the pay notice/work agreement) and some just make good sense (expectations for coming to work on time, what can lead to discipline or termination). Make these clear and follow through.

Feedback: Communication is a two-way street. You need to make your expectations clear to your employees, but you also need to get some information from them on a daily basis. The best way to assure that employees will indeed communicate is by making it EASY. Here are a few examples:

- **Mastitis:** Mark a space on a whiteboard in the parlor for employees to write down mastitis cows. Include a spot to list the quarter, symptoms, and time of milking. Check it regularly and talk to employees so they know that you are following through.

- **Calving Information:** Make up a sheet with a box for each thing you want to know (dam ID, time moved to calving pen, sex of calf, time fed etc.) Hang a clipboard full of sheets in a dry area. Attach a pen with a string so that it can't walk away.
- **Tools/Needs:** Avoid the hassle of finding out there is no soap left by having your employees make your shopping list for you, in real time. Either make a spot for them to write down things that they need, or write down everything they might need on a paper, and have them circle things before they run out. (For example, towels, milking aprons, soap, straw, grain...) In order for this to work, you need to check this regularly, respond to needs, and hang up a fresh sheet.

This may seem overwhelming if you don't have any of these things in place. But you don't need to do it all at once. Start with one small thing. Communicating with your employees is one way to show that you care about them and to create trust in your workplace.

Respirator Fit Testing

Are your workers protected from respiratory hazards? You may need respiratory protection if you or your employees:

- clean barns or animal confinement areas
- mix footbath chemicals
- apply pesticides, fertilizers or other crop chemicals
- work with silos, grain or silage

Masks and respirators must be selected to match each respiratory hazard, and must fit the face properly. OSHA requires a fit test be performed with the same make, model, style, and size of respirator before it is used. NYCAMH provides on-farm training and fit testing services for workers to learn how to use, clean and store a respirator properly. NYCAMH handles OSHA medical clearance and paperwork requirements for \$25 per person. They also sell low-cost personal protective equipment (PPE) and offer free technical assistance for selection of respiratory protection, as well as on-farm safety and emergency response training for workers.

Please call [1-800-343-7527](tel:1-800-343-7527) or email info@nycamh.com for more information.



Melissa Horsman, PPE Project Coordinator, explains proper respirator fit and demonstrates how to do a seal check.



Wednesday Webinars in Spanish: Dairy Cow Management

Seminarios Web en Español: Manejo de Vacas Lecheras

Webinar are held from 12:30 to 1:00 PM. Registration is not required. Access the webinar link on the Dairy Webinars section on PRO-DAIRY's website to join. Recordings of the webinars are posted to the website.

Los seminarios web son a los 12:30pm- 1:00pm No hay que registrarse. Para unirse al seminario web, haga clic sobre "Join Webinar" en la sección de Dairy Webinars en el sitio web de PRO-DAIRY. Las grabaciones de los seminarios web están disponibles en el sitio web.

January 25, 2017

Topic: What is happening with the cow and calf during parturition and when should you ask for help.

Speaker: Dr. Paula Ospina
DVM, PhD, MPH, QMPS,
Cornell College of Veterinary Medicine

25 de enero de 2017

Que está pasando con la vaca y el becerro durante el parto,

y cuando debe pedir ayuda.

Presentadora: Dr. Paula Ospina, DVM, PhD, MPH

Doctora Veterinaria en el departamento de servicios de producción de leche de buena calidad de la universidad de Cornell.

February 22, 2017

Reproductive Physiology of Dairy Cattle: what is important to know for reproductive management.

Speaker: Magdalena Masello, DVM, PhD Student

22 de febrero de 2017

Fisiología Reproductiva del Ganado Lechero: que es importante saber para el manejo re-

March 29, 2017

Implement Effective Protocols for First Postpartum AI Service in Dairy Cattle

Speaker: Matias Stangaferro, DVM, MS, PhD Student

productivo

Presentadora: Magdalena Masello, DVM, PhD estudiante

29 de marzo de 2017

Implementando Protocolos Efectivos de Manejo del Primer Servicio Postparto en Vacas de Leche

Presentador: Matias Stangaferro, DVM, MS, PhD estudiante

26 de abril de 2017

Estrategias de manejo para segundo y subsiguiente servicio: programas efectivos combinando diagnóstico de preñez y resincronización del estro y la ovulación.

Presentador: Robert Wijma, DVM, PhD estudiante

The last three speakers are members of the Dairy Cattle Biology and Management Laboratory (Dr. Julio Giordano), Department of Animal Science Cornell University.



Cornell ProDairy Spanish Dairy Webinar

Webinar recordings are posted to the website for future use. Just visit <http://prodairy.cals.cornell.edu/production-management/dairy-webinars/spanish-webinars> for the link.



El Son Jarocho

Over the past few years I've run across a number of people who go by the nickname *Jarocho*. Chances are he is from the Mexican state of Veracruz— *jarocho* is a colloquialism used to describe people and things from the capital of Veracruz, a port city by the same name. *Son Jarocho* is a type of music that developed in this area over the past few centuries. (*Son* is the Spanish word for sound). It's a blend of indigenous, Spanish and African music.

In *son jarocho*, the *conjunto*, or musical group, is comprised of a number of singers and stringed instruments. The lead instrument is the *jarana*, a small 8-stringed instrument like a guitar— which plays the melody. The *requinto jarocho* is another small stringed instrument played by plucking it with a pick that is traditionally made from a cow horn. Also often included are a harp and some percussion instruments like the *cajón* (a hollow box that's played by slapping the face of it like a drum), the *pandero* (similar to a

tambourine) and the *quijada* (a donkey or horse jawbone).

By this point you might be thinking that you've never heard *son jarocho*, but I'm almost positive that you're wrong! I'm sure you're all familiar with the most widely popularized *son jarocho*- "La Bamba"!

For the real thing, watch this video of several *son jarocho* master musicians, archived at the Library of Congress:

https://www.youtube.com/watch?v=_aNIqdkdWMMw

To hear some modern takes on *son jarocho*:

<http://www.npr.org/2012/09/30/161103952/son-jarocho-the-sound-of-veracruz>

Here's a short video showing the tradition of *fandango*— community gatherings where people come to play, sing and dance together on a *tarima*— a hollow dance floor that adds percussion. You'll recognize the song!

<https://www.youtube.com/watch?v=HK7L3EuONi0>

NWNY Dairy, Livestock & Field Crops Team

Serving Genesee, Livingston, Monroe,
Niagara, Orleans, Ontario, Seneca, Wayne,
Wyoming and Yates Counties.

Check out our website!

www.nwnyteam.org



Stay tuned for the next issue of The Dairy Culture Coach in June! To sign up, email Libby.

Newsletter Editor: Libby Eiholzer

Phone: 607-793-4847

E-mail: geg24@cornell.edu

Through educational programs and other teaching opportunities, the NWNY Team seeks to build producers' capacities to:

- Enhance the sustainability of their businesses
- Enhance profitability and other aspects of economic performance of their businesses
- Practice environmental stewardship
- Enhance employee well-being and satisfaction
- Provide safe, healthy agricultural products in ways that are safe to farm owners and employees and their families and neighbors
- Provide leadership for enhancing relationships between the agricultural sector and the general public

We look forward to working with you in your farming and ag-related ventures in NWNY. Together we can keep the agricultural economy competitive, maintain a comfortable standard of living and be conscientious stewards of our natural environment.