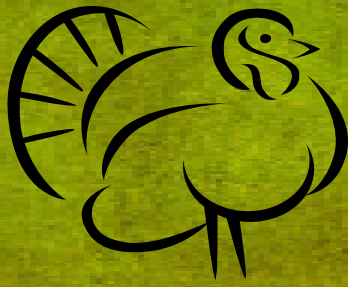


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The Human Resource

Human Resources is located in Rankin Hall ; Third Floor

Contact Numbers:

- General Information 237-4114
- Alternate General Information 237-4375

A NEWSLETTER FROM THE DEPARTMENT OF HUMAN RESOURCES ADDRESSING THE NEEDS OF THE ISU COMMUNITY.

The goal of this newsletter is to provide a tool in supporting the university's mission by providing leadership and service through comprehensive, effective, and efficient Human Resource Management for the students, faculty and staff.



A Word... from Wil

By Wil Downs, Assistant Vice President; HR

This last month there were REP Sessions held to discuss the proposed by-laws for the establishing of a Staff Council. It was exciting to see so many EAP Staff show an interest in this proposal which validates the concerns that were heard by President Bradley when interviewing here on campus. I came away from those meetings feeling very positive about ISU staff and the implementation of a Staff Council in 2010. Again the committee who were charged with this task have done an excellent job in getting us to this point. I am sure Roxanne will discuss this in more detail in her section of the Human Resource. One question that came up at this session is one that comes up frequently; "Where are we with the Mercer Project?" We are very close to implementing the new classification system which includes all staff. This does not take away the fact that some staff are exempt while others are non-exempt. These classifications are Federally mandated under the Fair Labor Standards Act. However, this is an attempt to implement a system to reflect a compensation structure that encompasses all of ISU staff.

The main agenda is to establish a structure to work from. There is no guarantee that there will be any financial impact as a result of implementing this classification system. I have stated that on numerous occasions but the question continues to come up. Remember this is the beginning. At this point we plan on having a representative of Mercer to be here on campus on December 7 and 8th to discuss the process we have used to get here. Later specific times and locations of the meetings for Staff to attend will be announced. We are also finalizing information regarding the Health Benefits for this next year. We will be asking the Board to approve a new TPA to administer our plan in order to continue to hold our increase in our plan to a minimum. We do not however plan to change any of the benefits employees receive under our current plan. Recently we have placed FAQs on the HR Website regarding the Influenza A (H1N1) as it relates to our staff that are more human resource related questions. You can access it at <http://www1.indstate.edu/humres/index2.htm>.

"Tattletales" Spell Trouble

By author; Paul Faulcone and submitted by Dana Hancock; ISU Employee Relations and Immigration Coordinator

Being held hostage by gossips, rumormongers and snitches sounds like something out of the latest edition of a Harry Potter book. Instead, it comes straight from the everyday American workplace. These troublemakers detract from the workplace and leave many well-intentioned managers feeling overwhelmed and under-equipped. But, much like Harry, you too could be the hero who overcomes these human obstacles and sets the perpetrators free of their own limitations--even without earning a degree from your local school of witchcraft and wizardry (wink ,wink)! What follows are some successful strategies for dealing with the gossips, rumormongers and snitches that skulk and snivel through the hallways of your company.

When Gossips Abound

Gossips typically initiate unfounded rumors, whereas rumormongers perpetuate them, even if they lack any foundation of truth or could potentially damage others' reputations. And snitches, well, are snitches, and most of us know that playing the tattletale role is just plain wrong.

Personal rumors may play out like this: "Did you hear that Charlie may have broken up with his wife? He came to work in the same clothes two days in a row. I'm not surprised; I've suspected that for a long time."

People who initiate unfounded rumors like these--and who gossip about their co-workers' or bosses' personal problems, work styles or private challenges--stir up drama for no good reason.

By the time that rumor makes its way back to Charlie, there likely may be no one who accepts ownership for its initiation. You will simply have Charlie in your office, frustrated by how cruel people can be, especially at a time when he's already feeling especially vulnerable and hurt.

What is important, however, is how you address the situation with your staff. Here's an example:

"Everyone, I've asked Charlie to join me in this meeting because a rumor has developed about Charlie's personal life.

(Cont. on pg. 2.)



Improve Service through a Culture of Professionalism

Submitted by Linda Brewer, ISU -HR Recruiter and from the website: expressexchange.com.

There's been a lot of talk recently about the lack of good customer service in business today. Blogs, websites, even books relate customer service nightmares that make you wonder how some companies survive. Author Glenn Shepard diagnoses it as an "epidemic of incompetence," and in his book *How to Be the Employee Your Company Can't Live Without*, he describes enough bad customer service experiences that occurred in just one week to show that incompetence truly abounds.



But at a time when global competition and economic uncertainty are increasing, now is the best time to focus on improving customer service. As Shepard says, "I can't change people's incompetence as a consumer, but I can choose to spend my money elsewhere." So, how can you create better customer service experiences for clients (students and their families) and customers? First, learn how to create a culture of professionalism, and you'll be off to a good start. Focusing on these five areas can help you increase professionalism in your departments:

- **Appearance.** Dress code is a sticky issue these days. Many organizations opt for all-out casual dress codes, but a growing number are realizing the importance of requiring professional dress. It may seem like a shallow place to start, but the truth is, the way you dress will set the tone for how you act and conduct yourself. Requiring employees to dress professionally sets the tone for a professional work environment.
- **Expectations.** Expect the best no matter what. Setting expectations to accept nothing but the best work from everyone on your payroll is critical. Having a standard of excellence for work product and work ethic will require professionalism from every member of your team. Enforce these expectations through rewards and recognitions, highlighting only the best. Make sure that leaders at all levels of the department are held accountable for modeling these expectations, starting from the very top.
- **Respect.** Teach employees to respect other people's values. This idea should permeate your work area, starting from within and working outwards. It's important for co-workers to treat one another with respect, because how people are treated every day by those they work for and with will influence how they treat others – including clients, customers and prospects. Respecting people is a hallmark of professionalism that will serve you well.
- **Conflict.** Despite best efforts to value people and get along, conflict is certain to arise either within an organization or in dealing with clients and customers. That's why it's critical to teach conflict-management from the top down. Shepard recommends simply learning how to disagree respectfully.
- **Relationships.** Encouraging employees to foster relationships with one another as well as with clients and customers is important to establishing a professional environment. That's because it's easier to respect and avoid conflict with people if you have a relationship to maintain. Instilling employees with an attitude that values people – internal and external to our university – is the ultimate vestige of professionalism.

Remember, a culture of professionalism starts at the top. Executives and leaders must first take the mantle of professionalism on themselves before they can pass it on to their employees. But, those that are successful in doing so build truly powerful, indispensable organizations.

("Tattletales" cont).

We don't know who originated the rumor, and if anyone of you would like to speak with me in private after this meeting about his or her involvement in starting or perpetuating the rumor, I'd be happy to hear what you have to say.

"For now, I want you all to know how hurtful this is. We're a team, and anyone who could raise issues like this against one member of the team raises them against us all. I personally would be very offended and hurt if anyone started or continued a rumor about my personal life that had little or nothing to do with my performance at work.

"Whether there's any truth to this rumor is not the issue; it's simply none of our business. This is about respect for each other as individuals and respect for our team.

"However, let me be very clear: I expect that no one will engage in this type of character assassination or public shaming exercise ever again. I also expect that everyone in our department would stop others from spreading rumors of a personal nature. In short, if you have nothing good to say, say nothing at all. Do I have your agreement and commitment on that going forward?

"Charlie, I'm very sorry, on behalf of the entire team, for anything that was said that might have hurt or offended you. We will commit to you to stopping these types of behaviors in their tracks in the future. Again, my apologies."

Reining in the "Rumormongers"

There's little that will ruin camaraderie and foster a sense of distrust more than a rumormonger.

Like gossips, they enjoy the power of having the "scoop" and sharing it at just the right moment to demonstrate their insider knowledge or to malign their workplace enemies. Some people just can't resist the urge to perpetuate unsubstantiated rumors, and once the proverbial pot is stirred, your response must be swift and strong:

"Susan, your comments about Stan and Joan have gotten back to me. Specifically, I was told that you said to three other members of our staff that Stan doesn't want to move his office back to our part of the building because he doesn't want to work anywhere near Joan.

"First of all, I know that Stan did indeed say this to someone else on our staff. Second, I know that person in turn shouldn't have shared that information with anyone else, but you apparently heard about it and chose to share it with additional members of the team, even though you had nothing to do with it, and it didn't affect you in any way.

"As a result, Joan has become the brunt of some mean-spirited office banter. And, as you could imagine, she was embarrassed and humiliated for something that she had absolutely nothing to do with. And that leaves me feeling very disappointed by your lack of discretion and insensitivity. (Cont. on pg. 4.)



Words for Wellness...

Content written by Gloria Tsang, RD, from the website; HealthCastle.com.
Submitted by Scott Walden, ISU Staff Benefits Coordinator

Did you know that the average Thanksgiving dinner has over 2000 calories? It can be a real challenge if you are watching your waistline. Consider the following eating tips so that you can still look good and be healthy after the Thanksgiving dinner without having to deprive yourself:

- **Don't go to the Thanksgiving dinner "hungry":** we often eat faster and more when we are hungry - therefore eat a wholesome breakfast and lunch on the day to avoid overeating at dinner time.
- **Thanksgiving dinner is not an all-you-can-eat buffet:** Fill your plate half with vegetables, one quarter with a lean meat and the rest with a starch of your choice. Eat slowly and stop when you are full.
- **Turkey - go skinless:** choose your 4-oz turkey portion skinless to slash away some fat and cholesterol. Save your appetite for the side dishes and desserts.
- **Side Dishes - watch your portion size:** go for smaller portions. This way you can sample all the different foods. Moderation is always the key.
- **Make a conscious choice to limit high fat items:** high fat food items can be found in fried and creamy dishes as well as cheese-filled casseroles in a traditional Thanksgiving meal. For instance, mashed potatoes are usually made with butter and milk; green bean casseroles are often prepared with cream of mushroom soup, cheese and milk and topped with fried onions; candied yams are loaded with cream, sugar and marshmallows. If you cannot control the ingredients that go in to a dish, simply limit yourself to a smaller helping size. Again moderation is the key.



By Roxanne Torrence, Support Staff Council Chair

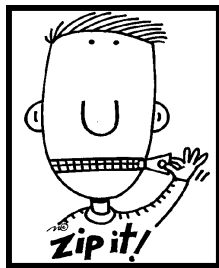
Visit the Support Staff Council website @ :
<http://www.indstate.edu/ssc/>
for more information !

In October, the Council held the bi-annual rep sessions and for the first time invited all Administrative Professional staff to attend. At these sessions, a brief overview of the proposal to include EAP in the Support Staff Council was discussed. Support Staff and EAP were given the opportunity to ask questions and give input. The Staff Council committee plans to present these revisions to the current Council for approval in November and December and hope present these to the Board of Trustees for approval at the February meeting. The Scholarship Committee held the soup and sandwich sale last week and raised just over \$1000 for the Support Staff Scholarship.

The Support Staff Council began selling ISU t-shirts on Wednesday so staff they may participate in Spirit Day Fridays. To date we have sold 789 t-shirts with many more requests coming in for hats, sweatshirts and polo shirts. The website has been disabled until we get the current orders delivered. Once the current orders are delivered to us, the website will be open for additional sales, and we hope to have a few more items available. Thank you for your patience in this process. We had no idea we would have this kind of turn out! Updates will be sent out about the t-shirts via your representatives and announcements about t-shirt pickup will be made via ISU Today.

(“Tattletales” cont.)

“I would think that an apology may be in order here, but I’ll have to leave that to you. For now, I really want you to think about your actions and how you may have inadvertently made someone look bad in the eyes of their peers. I want you to know that I’m counting this as a verbal warning in my record book. I want your commitment right now that we’ll never have to have a discussion like this again.”



Tell “Snitches” To “Zip It”

Most positions in corporate America require the ability to maintain confidentiality as an essential function. Too many times, employees cloak their inability to maintain a confidence by trying to convince you that the information they share is critical to running your business.

For example, an employee might come to you and say, “I just need to let you know that Suzie is not at her desk enough. She’s way too social and doesn’t do her fair share of the work. It doesn’t really bother me personally, but it may make it hard on the other employees.”

As a rule, there should be three circumstances where unilateral sharing goes on: when an employee hears of complaints of harassment, discrimination or potential violence in the workplace. Otherwise, gently take your subordinate aside and explain the following: “I understand that you believe that I need to know these things, especially since they occur when I’m not in the office or behind closed doors. And I appreciate your always trying to keep me in the loop as to what’s going on. But there’s a bigger issue that I want to sensitize you to, and it’s a moral issue that has a lot to do with principle and doing the right thing.

“Not to sound ungrateful or unappreciative, but I don’t know that sharing that kind of information about Suzie with me is the right thing for you to do. If you witnessed someone stealing or being harassed, I would want to know about that immediately. But those are serious conduct infractions that could have dire consequences to the company.

When it comes to performance issues that you become aware of, I don’t think that you should necessarily feel compelled to volunteer that information.”

Magic Potion

These issues are sometimes a slippery slope, and sometimes these actions are done with little forethought. Nevertheless, left undressed and potentially unpunished, they can damage team spirit and good will more than just about anything else that the workplace could conjure up.

In short, practicing and demonstrating honesty, integrity and good old-fashioned manners will place you loftily above any mudslinging and will provide an admirable example for others to follow. And, of course, Harry Potter would be proud, too.

“Training Tips” - Quick training for people on the go!

By, author, Pam Newman, President of RPPC, Inc from the website: www.rppc.net and submitted by **HR Employee Training**

Yes, it’s that time of year...major holidays coming up and the end of the year fast approaching!

You know what that means! Time for end of the year preparation! So what can you do to lessen the pain?

Don’t ignore the situation. Instead, be proactive this year so that you can assess where your department is at for 2009 and then focus on moving your department goals forward for 2010.

Here are some great tips to help you get ready for year-end:

1. Is there training for yourself or your staff that you’ve been wanting to do? Do it now...that way everyone’s ready to kick the New Year off to a Great Start! Training is an investment in your people that will bring you many great returns.
2. Dust off that Business Plan and update it. Now is a good time to assess how things have been going for the year and where the department is headed for 2010.
3. Do you have your Budget ready for 2010? Now is the time to do your budget. Start with the focus of budgeting by looking at your anticipated revenues and expenses. Then you can expand the process to other aspects within your department. A budget is your road map, so get it in order so that everyone’s on the same path for success.
4. Take time to show appreciation to everyone that helps your business succeed...employees, vendors, customers, friends and family. We are all running 90 mph, so make sure you take time to enjoy life and let others know how much you appreciate them! Year-end doesn’t have to be stressful.

Take a few moments to do some preliminary work and year-end will be less stressful. These training tips will help you make year-end a pleasurable experience for yourself and those around you! It’s also a great way to kick off the New Year without any excess baggage!



Benefits Briefs...

...News you can use from the Office of Staff Benefits

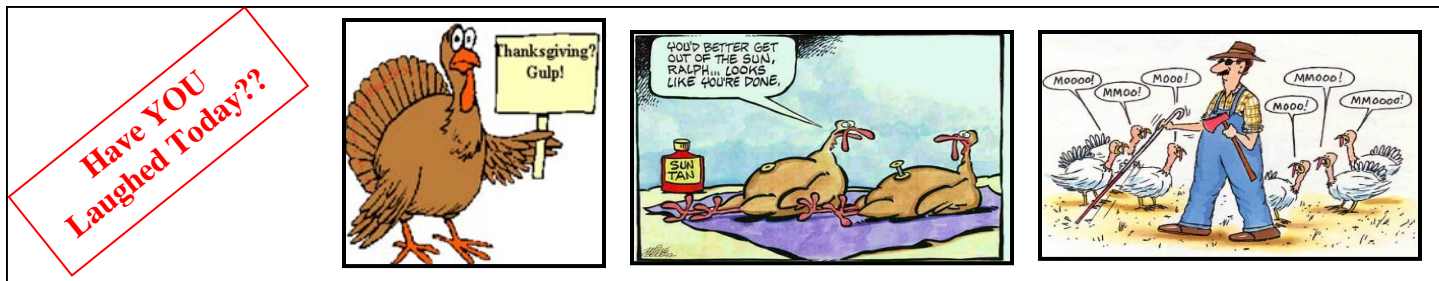
ISU Benefits Open Enrollment for Month of November

The ISU employee Health Coverage open enrollment period is now being offered from November 1st through November 30, 2009. Open enrollment is for coverage that will start the following 01-01- 2010 effective date. The Health plan includes medical coverage, prescription drug coverage, and dental. You can also enroll in the Vision plan at this time. If you are interested in enrolling, stop by Human Resources on the third floor of Rankin Hall to complete an application.

Forms received after November 30th will not be considered for coverage. For more information on this coverage, please visit the website at: <http://www.indstate.edu/humres/benefits.htm>.

Options for Open Enrollment Include:

- **VISION OPEN ENROLLMENT:** The University currently offers a voluntary vision plan through United Healthcare Vision. You may enroll in the voluntary vision coverage even if you do not carry the University health coverage. The cost for the Vision coverage is \$10.58/month for single coverage and \$24.42/month for family coverage.
- **OPEN ENROLLMENT HEALTH, DENTAL & PRESCRIPTION DRUG CARD COVERAGE:** If you wish to enroll in the health, dental and prescription drug coverage or add an eligible dependent, please complete the official Open Enrollment Form. A list of documentation which must be submitted when adding eligible dependents is located on the Staff Benefits web page at: <http://www.indstate.edu/humres/Documentation%20Required%2001012008.pdf> If you do not wish to make any changes to your current coverage, you do not need to do anything.
- **SALARY CONVERSION PROGRAM - VISION:** If you currently have vision coverage, you can find information on the website about the Salary Conversion Program (premiums deducted before or after taxes) and be offered an opportunity to change your election for 2010. If you are currently not enrolled in the vision plan, you can also find information on the website about enrollment. Each November you can change your option for the next calendar year. If you do not wish to change your current option, do not return a new "Election Form" and your option will stay the same in 2010 as the option you have now.
- **SALARY CONVERSION PROGRAM -HEALTH:** If you currently have health coverage, you can find information on the website about the Salary Conversion Program (premiums deducted before or after taxes) and be offered an opportunity to change your election for 2010. If you are currently not enrolled in the health plan, you will find information on the website about enrollment. Each November you can change your option for the next calendar year. If you do not wish to change your current option, do not return a new "Election Form" and your option will stay the same in 2010 as the option you have now.



Have YOU
Laughed Today??