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This monthly newsletter is intended to provide down-to-earth ideas and techniques you can put into action to improve communication, enhance performance, motivate staff, and influence peers. Your suggestions and ideas are encouraged. E-mail your **HR Quick Tips** newsletter submissions to **Michael Horne** at: [hrtraining@cwu.edu](mailto:hrtraining@cwu.edu).

## *Be Thankful*

**Be thankful that you don't already have everything you desire.**

**If you did, what would there be to look forward to?**

**Be thankful when you don't know something, for it gives you the opportunity to learn.**



**Be thankful for the difficult times.**

**During those times you grow.**

**Be thankful for your limitations, because they give you opportunities for improvement.**

**Be thankful for each new challenge, because it will build your strength and character.**

**Be thankful for your mistakes.**

**They will teach you valuable lessons.**

**Be thankful when you're tired and weary, because it means you've made a difference.**

**It's easy to be thankful for the good things.**

**A life of rich fulfillment comes to those who are also thankful for the setbacks.**

**Gratitude can turn a negative into a positive.**

**Find a way to be thankful for your troubles, and they can become your blessings.**

**Author unknown.**



### **REMINDER**

## **BENEFITS OPEN ENROLLMENT**

**October 29 – November 30, 2007**

## October HR Mailbag

**QUESTION:** An employee in my section is a good worker but continually avoids opportunities to take on more responsibilities. She has the potential to do more, but she lacks confidence in her ability and falters under pressure. Can anything be done to overcome this?

**ANSWER:**

Some folks respond well to pressure, while others don't. One way to boost the confidence of an employee is to remove the pressure. Although individual circumstances will vary, it's important to be cautious about creating an unnecessary perception of pressure in a worker's mind, at least until they're experienced enough to recognize the realities of the workload. You may also find with some workers, that feeding them work in small chunks, they'll do far more than if given the same quantity of work all at once.

**CAUTION:** There's a flip side to assigning work to people in small bites so they don't feel pressured. Some individuals thrive on being busy, and work better when they're faced with a heavy workload. It's important, therefore, to distinguish between the ability of people to handle pressure when making work assignments. This comes with knowing the traits of the people who work for you. However, with new employees, you're generally better off by being cautious with work assignments until you can gauge exactly what they can handle.

You can receive additional information or training through the programs offered on campus or through the **E-Learning Network** offered by the HR Department. Please call (509) 963-1202 for more information or refer to: <http://www.cwu.edu/~training/>.



## November HR Mailbag

Each month HR Quick Tips will feature a question for you to ponder and answer. The appropriate answer will be published in the following issue.

**QUESTION:** What are the keys to building a solid working relationship with staff?



## Combined Fund Drive

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