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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**.

Human Resources Quick Tips

October 2007



How to Demonstrate Respect at Work



Encourage praise and recognition from employee to employee as well as from the supervisor.

Ask anyone in your workplace what treatment they most want at work. They will likely top their list with the desire to be treated with dignity and respect. Popular songs tout the need for respect. From Aretha Franklin:

“R-E-S-P-E-C-T - Find out what it means to me.”

Everybody needs a little respect. You know when you have respect. You know when you don't. But what is respect really? And, how is respect demonstrated at work?

You can demonstrate respect with simple, yet powerful actions. These ideas will help you avoid needless, insensitive, and unmeant disrespect.

- Treat people with courtesy, politeness, and kindness.

- Encourage coworkers to express opinions and ideas.
 - Listen to what others have to say before expressing your opinion.
 - Never speak over or cut off another person.
 - Use people's ideas to change or improve work. Let employees know you used their idea, or, better yet, encourage the person with the idea to implement the idea.
 - Never insult people, name call, disparage or put down people or their ideas.
 - Do not nit-pick, constantly criticize over little things, belittle, judge, demean or patronize. A series of seemingly trivial actions, added up over time, constitutes bullying.
 - Treat all people the same. Implement policies and procedures consistently so people feel that they are treated fairly and equally. Include all coworkers in meetings, discussions, training, and events. While not every person can participate in every activity, do not marginalize, exclude or leave any one person out. Provide an equal opportunity for employees to participate in committees, task forces, or continuous improvement teams. Solicit volunteers and try to involve every volunteer.
 - Praise much more frequently than you criticize. Encourage praise and recognition from employee to employee as well as from the supervisor.
 - The golden rule does apply at work, or, as professional speaker Leslie Charles, says, “Implement the platinum rule: treat others as they wish to be treated.”
- There are many other ways to demonstrate respect at work. Implemented consistently at work, these respectful actions help ensure a respectful, considerate, professional work place.
- by Susan M. Heathfield, Human Resources Consultant



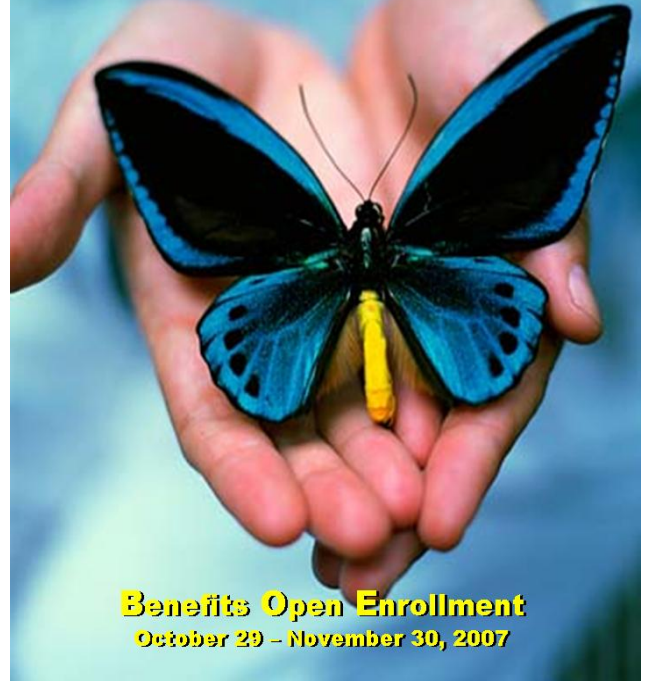
Meet Judy Drexler, CWU's August Employee of the Month, and the Help Desk receptionist within the Human Resources Department. Judy is usually the first person you will meet, always cheerful, and always providing extraordinary customer service to every HR visitor. She truly enjoys her role as a “frontline ambassador” to HR, and the many comments from customers continually reaffirm her overall professionalism and contagious commitment to service excellence.

Judy expertly performs receptionist duties, greets visitors, answers questions and provides information in-person and over the telephone. She also performs a wide variety of clerical support functions. Stop in for yourself and experience the “best of the best” in Judy Drexler; you're guaranteed to leave with the same impression.

Important Upcoming Event

Employee Benefits & Wellness Fair

November 15, 2007 SURC Ballroom
10:00 a.m. – 2:00 p.m.



Benefits Open Enrollment
October 29 – November 30, 2007

* *Flu shots and Supplemental Retirement* *
Account vendors will also be available



October 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: 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?

September HR Mailbag

QUESTION: I'm getting a new boss who was hired from outside the University. How can I ensure that I start off on the right foot in this relationship?

ANSWER:

The one major difficulty with a new boss is that you're starting off fresh again, no matter how long and capably you have been doing your job. Conversely, if things didn't go so well with your former boss, then you have a chance to start anew. In short, the way to cope with a new boss is to adopt a business as usual attitude. Remain alert and attentive, and adjust to revisions in operating methods as they become apparent. A few clues on adapting to a new boss are as follows

1. **Be helpful, but not overbearing, about your knowledge of how things are done within the institution.**
2. **Don't adopt an attitude of, "We always did it this way." But don't intentionally let a new boss mess up because of not knowing institutional procedures. Just be sure to give advice in a nonthreatening manner.**
3. **Be alert for signs of how your new boss operates. The quicker you learn the nuances, the better off you'll be.**
4. **Don't make negative comments about the institution or other employees.**
5. **Don't overwhelm a new boss with problems that need resolution. New bosses need time to get their bearings before being besieged with complicated issues.**
6. **Be careful about leaving a new boss out of the loop. This can be done unwittingly by assuming it's quicker to work around a new boss than to explain everything in detail.**



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/>.