

Human Resources Department
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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.

HR UPDATE

The contract for CWU's participation in the Washington State Department of Personnel's E-Learning Network expired on June 30th and was not renewed. Those employees currently enrolled will continue to have full support for the duration of their one-year subscription period. HR is currently researching other online and e-learning vendors that will meet CWU employee training and development needs and will keep the campus community advised of any developments. Contact Mike Horne at x2196 for more information.

Resilience in the Workplace Tools for Adapting to Change



The only constant in today's workplace is change.

From the hiring of a new co-worker, to a new manager, to a major policy shift, to a promotion—life at work is persistently evolving. Why do some people adapt well to these changes and others experience such a difficult time?

Resilience is the ability to recover from or adjust easily to misfortune or change. While some people appear to have an ingrained ability to **"go with the flow,"** everyone can



learn skills to help them acclimatize to new challenges. There are three key attitudes associated with the ability to thrive in such circumstances: **commitment, action, and challenge.**

Resilient people **commit to discovering how to adapt,** devising ways to take action and exert control over things they can control, and rising to the occasion when faced with challenges. Instead of solely depending on others to intervene on their behalf or waiting passively for a positive change to occur, resilient individuals actively seek to prioritize the challenges they face, engage the skills they have, develop additional skills as needed, and engage the support of others.



First, **develop routines** around physical activity, healthy eating, and sleeping. **Seek activities** that you enjoy and then schedule a time when you will be able to follow through with them. In addition, resilience is enhanced by the practice of simple relaxation techniques to help calm body and mind and thereby improving your sense of well-being.

Relaxation strategies are more useful if practiced for at least a few minutes several times a week, than if they are employed only during times of great stress. It is also essential to **find a balance between work life and social life.**

Stay connected with friends, family, and the community. By doing so, you can both receive and give emotional support. Such connection enables you to feel less isolated, and also can prevent the feeling that you must carry the weight of the world on your shoulders alone.



It is strikingly easy to forget to take care of yourself in times of great change. Whenever you feel overwhelmed by the demands of a changing workplace, it may be helpful to recall deliberately how you have coped effectively with difficulties in the past, and explore whether similar strategies may be useful in managing your present challenges.

By Robert Rosenthal, C-SEAP (Courtesy of the March 2006 issue of *The Electronic Advisor*)

August Q & A

QUESTION: My supervisor has asked me to prepare a 15-minute presentation for our upcoming department meeting. I am terrified! What can I do to prepare?

ANSWER: The ability to successfully communicate in public is a key determinant in the success or failure of many careers—not just those in the speaking profession. The following are the "little things that make a big difference" when speaking to a group of people. Before you begin, consider practicing some relaxation exercises. Visualize yourself doing well.

Smile. No matter how serious the subject matter of your presentation, a pleasant smile is an outstanding tool for disarming every audience. Keep this in mind from the time you enter the room to the time you leave. You will be amazed at the difference a smile makes.

Be yourself. Incorporating these skills does not necessitate changing who you are. There is no substitute for authenticity. If a certain approach feels too forced to you, then consider a different tactic that better fits your character. Be the best "you" you can be!

Talk the talk. Experience is the best teacher. Consider joining Toastmasters or another professional speaking organization. Seek out situations where you can gain experience speaking before groups—volunteer for a committee, participate in school board meetings, coach a team, or teach a class. Familiarity is the fastest way to beat the demon of fear and ensure effective communication with any audience.

To receive additional information on training offered by the HR Department please call (509) 963-1202 or refer to:

<http://www.cwu.edu/~training/>

NEWS and UPDATES

Family & Medical Leave Act

The Family and Medical leave Act (FMLA) is a federal law that provides protection to eligible employees who must be absent from work for serious medical conditions, qualifying exigencies arising from the fact that the spouse, son, daughter, or parent of the employee is on active duty or has been notified of an impending call to active duty in the Armed Forces in support of a contingency operation, or to care for a covered service member who is suffering from a serious illness or injury incurred in the line of duty.

Eligible employees are those who have worked for CWU for more than 12 months and who, in the 12-months preceding the absence, have worked at least 1,250 hours. Service Member Family Leave shall be allowed for a period of up to twenty-six (26) workweeks of leave in a single twelve (12) month period and is allowed for an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member. During the single twelve (12) month period during which Service Member Family Leave is taken the employee may only take a combined total of twenty-six (26) workweeks of leave for Service Member Family Leave and leave taken for other FMLA qualifying reasons.

This leave provides protection of an employee's current or equivalent position while away from work for up to twelve weeks (or a 26-week period as noted above for service member) within a 12-month period. The time away from work may include appropriate use of sick leave, annual leave, compensatory time, personal holiday, and leave without pay. Leave under the FMLA is a federal mandate and must be granted when the employee is eligible. Leave may be subject to medical or other certification.

If you or one of your employees must be away from work for one of the reasons listed above, please contact your HR representative to discuss the absence and ensure that the employee's rights are protected. You may reach any of the HR Reps by calling the HR Department at 509-963-1202.

Meet the Staff

Eric Galbraith was raised in the Kittitas Valley; much of his family still lives in the area. He attended CWU and earned a Bachelor's in Economics and a Bachelor's in Business Administration with a specialization in HR. After a four-year stint in Iowa, he returned to Washington. His past human resource job history includes working for the Yakima Valley Farm Worker's Clinic and Kittitas County. Eric enjoys many outdoor activities such as hiking, camping, skiing and snowshoeing. He also plays softball and golf. Eric is a HR representative supporting the Academic Affairs division.



AUGUST TRAINING PROGRAMS

Finding the Do Behind the Don't

August 5th 1:00 p.m. – 4:00 p.m.
SURC Rm 201 Donna Kramer

Reasonable Suspicion: Drug & Alcohol-Free Workplace

August 6th 9:30 a.m. – 11:30 a.m.
SURC Rm 201 Tom Sweeney (EAP)

Reasonable Suspicion: Drug & Alcohol-Free Workplace

August 6th 1:30 p.m. – 3:30 p.m.
SURC Rm 201 Tom Sweeney (EAP)

New Employee Orientation

August 7th 9:00 a.m. – 11:00 a.m.
SURC Rm 135 Michael Horne

What's Disturbing Your Peace?

August 12th 9:00 a.m. – 12:00 a.m.
SURC Rm 135 Donna Kramer

* Appropriate Workplace Behavior

August 15th 1:00 p.m. – 3:00 p.m.
BLACK Rm 134 Michael Horne

* Ethics: Making the Right Decisions

August 18th 9:00 a.m. – 11:00 a.m.
SURC Rm 135 Margaret Smith

Gratitude & Appreciation

August 20th 1:00 p.m. – 4:00 p.m.
SURC Rm 202 Donna Kramer

Customer Service Excellence

August 26th 1:00 p.m. – 4:30 p.m.
SURC Rm 135 Michael Horne

* Just Cause: Providing Corrective Feedback

August 28th 8:30 a.m. – 12:00 p.m.
SURC Rm 135 Michael Horne

* These are required Supervisory Enrichment Program courses per WAC 357-34-065. To register for classes, please call (509) 963-1202 for more information or go to: <http://www.cwu.edu/~training/>

Benefits Brief

Life Events

Your wedding, the birth of your first child, buying your first home. Such events are the building blocks of life.

We generally use these events as goals to build what we want to achieve in our lives. But sometimes we get thrown a few curveballs – like a divorce, or bankruptcy. Prepare for the events that you may encounter at each stage of your life.

[Read more>>](#)

Also see www.cwu.edu/~hr/benefits