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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).

# Mentoring

## What is it?

Mentoring is a structured and trusting relationship that brings people together with caring individuals who offer guidance, support and encouragement aimed at developing the competence and character of the mentee. A mentor provides a support, friendship, reinforcement and constructive example. They are good listeners, people who care, people who want to help others bring out strengths that are already there.

The CWU Mentoring Program is designed to promote employee development and increase retention.

Through the program, a solid structure and flexible process is established where people with knowledge, skills, and experience serve as mentors to employees ("mentees") who seek professional development. The program promotes cross-divisional and cross-level communication, provides for the sharing of general and institutional knowledge, and assists in preparing employees to accept greater responsibilities.

The two types of mentoring are natural mentoring and planned mentoring. Natural mentoring occurs through friendship, collegiality, teaching, coaching, and counseling. In contrast, planned mentoring occurs through structured programs in which mentors and participants are selected and matched through formal processes. What should you be thinking about when initiating a relationship with a mentor and what should you expect?

1. CHOOSE WELL - FIND SOMEONE WHO IS COMMITTED to the relationship, will give it time, wants to see you thrive, and doesn't need to compete with you.
2. MENTORS DON'T HAVE TO BE THE BOSS - You can learn more by watching how others handle people, situations and complex personality politics than you can imagine. Mentors can be found at any level.
3. THINK LIFE, NOT JUST CAREER You need mentors for each part of your life—who, together, represent a personal board of directors.

The key to the personal board of directors is to make sure it is balanced. Having a personal board doesn't just enrich your life, it puts you in a strong position to evaluate where your mentoring relationships are thriving—and when it's time for a change.

More information will be forthcoming on the CWU Mentoring Program.

*2005 Fast Company*

### Emergency Preparedness Planning and Responding to a Hostile Intruder

Have you ever thought about how you would react if a hostile intruder were to enter your office or classroom? Although the potential for such an event at CWU has been mitigated through a multitude of proactive preventative security measures, no University in the country is 100% secure.

The Emergency Preparedness Planning and Responding to a Hostile Intruder two-hour workshop is designed to provide all faculty and staff more awareness of CWU's response capabilities and answer questions about what you should do in an emergency. The workshop incorporates CWU's Emergency Plan, and the police and community response to a hostile intruder. This workshop will also give you a wealth of information about safety on campus, personal safety techniques, and other important information.

**Date:** Nov 14, 2008 **Time:** 10:00 a.m.  
**Location:** SURC Theater  
**Instructor:** Steve Rittereiser  
CWU Chief of Police

According to the President's Advisory Council approved [Training and Development Policy 2-2.75.9\(3\)](#), all faculty and staff must attend this workshop at least biennially. The next workshop is not offered again until February 5, 2009 so you are encouraged to register early and attend this session. Please direct all questions regarding this workshop to Michael Horne, Training and Development Administrator at x2196 or to register for this class, please go to <http://www.cwu.edu/~training/catalog/registration.html>

### Pay Day **GETS GREENER** at CWU

Beginning **Tuesday, November 25**, CWU employees who have their paychecks deposited directly to their bank accounts will be able to view their pay information online, rather than receiving a printed pay advice through campus mail. This change will save on paper, ink, and envelopes, and also will allow employees to view previous paychecks and additional benefits information at their convenience.

**Please Note:** Although you'll be able to view current pay information several days ahead of pay day, funds will not be deposited into your bank accounts until the scheduled pay day.

In order to access pay information, from the CWU home page, click Wildcat Connection and log on with the appropriate CWU username and password, then click on "**Employee Link**" in the left hand menu bar, followed by "**Self Service.**" Employees have trouble logging on should call the **IT Help Desk at ext. 2001** for assistance.

For those wanting to continue to receive a printed pay advice delivered through campus mail, submit a "**Printed Pay Advice Request Form**" to the Payroll Office. That form is available at the Payroll Office or online at [www.cwu.edu/~payroll/Forms/PrintAdvice.pdf](http://www.cwu.edu/~payroll/Forms/PrintAdvice.pdf)

There will be no change in the way employees who do not have direct deposit receive their checks.

## November Q & A

**QUESTION:** I am a new supervisor; any suggestions for helping me gain credibility with my employees?

**ANSWER:** Here are some suggestions for gaining credibility with your employees:

1. **Be yourself.** Avoid making jokes about being the boss. On the other hand, don't become aloof and distance yourself from the people you supervise.

2. **Be decisive.** Don't appear to be wishy-washy about making decisions in front of employees. That doesn't mean you always have to respond right away, but do your thinking privately so you don't give the appearance of being unsure of yourself.

3. **Always be fair.** This sounds simple; however, there are many little traps you can fall into. For example, don't overload a capable employee with work to maintain output, because you (a) don't have enough help and/or (b) other employees aren't meeting standards.

4. **Be firm when necessary.** Always remember that when push comes to shove, you're the boss. It's great to be well-liked—and also an advantage—but there will be times when you are tested by employees.

5. **Keep your cool.** Getting angry will alienate employees. You may get instantaneous action if you blow your top, but you'll pay for it in the long run.

6. **Be friendly.** Advice on being friendly often causes confusion when we think of it in conjunction with being firm. Sometimes, there's a tendency to think we have to be one or the other. That's not so, although it can be difficult to balance the traits. The trick is to maintain your composure in difficult circumstances.

To receive additional assistance in this area, please contact your HR Representative at (509) 963-1202 or refer to:

<http://www.cwu.edu/~training/> for information on training programs offered.

## NEWS and UPDATES

### Kittitas County Jump Start Community Transition Program

Central Washington University (CWU) has partnered with Ellensburg High School (EHS) to participate in a pilot program which provides a unique opportunity for students with disabilities to be placed at various work sites in Kittitas County. The Jump Start Community Transition Program allows students to gain work experience and develop vocational skills to enhance future career opportunities while earning high school elective credits during an academic quarter.

Students will use the values and knowledge learned while working at CWU to qualify for a variety of jobs after they complete their high school education. This program ties in with Goal IV of the University's strategic plan to "Build mutually beneficial partnerships with the public sector, industry, professional groups, institutions, and the communities surrounding our campuses."

Currently, one student has been assigned to dining services assisting in bussing tables, washing dishes and performing food preparation work. Other EHS students are interested in participating in this program; placement and participation is based on each student's interests. Some of the opportunities available to these students include working in clerical, custodial, landscaping, early childhood education and animal science fields.

If your department is interested in participating in the Jump Start program and providing training opportunities for high school students, please contact Lisa Conn, Human Resource Representative, at 509-963-2054, CWU's coordinator for this program.

### Meet the Staff

Jamie Thomas is the Office Manager in the Human Resources Department. Jamie was born and raised in Ellensburg, WA, and graduated from Kittitas High School in 2000. Jamie is also a 2004 alumni of CWU, graduating with a BS in Information Technology and Administration with a specialization in Database Administration and a minor in Personal Computers. Jamie married her husband DJ in 2005 and enjoys traveling and competing at barrel races on the weekends.



## NOVEMBER TRAINING PROGRAMS

### \*Just Cause: Providing Corrective Feedback

November 4<sup>th</sup> 1:00 p.m. – 3:00 p.m. SURC Rm 301 (DE)

### Customer Service Excellence

November 5<sup>th</sup> 9:00 a.m. – 11:00 a.m. SURC Rm 135

### New Employee Orientation

November 6<sup>th</sup> 9:00 a.m. – 11:00 a.m. Barge Rm 304

### \*\*Appropriate Workplace Behavior

November 7<sup>th</sup> 1:00 p.m. – 3:00 p.m. SURC Rm 135

### \*Compensation Policy & Process

November 10<sup>th</sup> 1:30 pm. – 4:00 pm. SURC Rm 202

### \*Accommodating Disabilities in the Workplace: Part 1

November 12<sup>th</sup> 1:00 p.m. – 3:00 p.m. SURC Rm 135

### Ethics: Making the Right Decisions

November 13<sup>th</sup> 2:00 p.m. – 4:00 p.m. Barge Rm 412 (DE)

### Handling Conflict and Difficult Situations

November 13<sup>th</sup> 3:00 p.m. – 5:00 p.m. SURC Rm 301

### \*\*Emergency Preparedness Planning & Responding to a Hostile Intruder

November 14<sup>th</sup> 10:00 a.m. – 12:00 p.m. SURC Theater

### Developing an Effective Position Description

November 20<sup>th</sup> 10:00 a.m. – 12:00 p.m. SURC Rm 140

### The Leadership Challenge

November 21<sup>st</sup> 1:00 p.m. – 3:00 p.m. SURC Rm 201

\* Required Supervisory Enrichment Program course per WAC 357-34-065.

\*\* Required course for all faculty and staff per [CWU Policy 2-2.75](#)

To register for all classes, please go to:

<http://www.cwu.edu/~training/catalog/registration.html>

## Benefits Brief

### OPEN ENROLLMENT

Open enrollment runs **October 27 through November 30**, with enrollment changes effective January 1, 2009.

Come to the **Benefits & Wellness Fair on November 6** in the Lombard Room to find out more or call the benefits staff in HR at (509) 963-1202.

Open enrollment is the one time each year when you can change your medical and/or dental plan, reinstate coverage without proof of loss, add an eligible family member to your coverage, and enroll in a Flexible Spending Account (FSA) and/or Dependent Care Assistance Program (DCAP). [Read more>>](#)

Also see <http://www.cwu.edu/~hr/benefits/>