

CENTRAL
WASHINGTON
UNIVERSITY

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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.

Workforce Enrichment Program

Today's work environment requires each employee to have a broader range of knowledge and skills than ever before. An integral part of Central Washington University's workforce core values is to effectively prepare our employees for today's challenges as well as prepare for tomorrow's. The Workforce Enrichment Program (WE) focuses on the essentials of workforce planning (**CWU Recruitment Strategy and Succession Planning Programs**) and maximizing employee effectiveness (**CWU Performance Management, Mentoring, and Training & Development Programs**). WE resources promote process enhancement, improved coordination, and communication at different University levels, and provide increased opportunities to share organizational knowledge and experience. The desired outcome is to develop a stronger workforce and strengthen the learning culture at CWU. More information regarding the WE Program will be forthcoming.

Human Resources

Quick Tips

October 2008



Face-to-Face Communication - Alive and Well

Just when you thought you would no longer need people skills...Some recent studies indicate that face to face communication is suffering from the effects of the electronic communication revolution. As we fax, e-mail, and surf the web, we are neglecting our people skills.

In his classic *Megatrends*, James Naisbitt gave us a chapter called, High Tech, High Touch. His point was that as technology increased and became more complex, there was a corresponding need for individual, personal connection. With every dramatic communication change there is an accompanying need and demand for face-to-face communication.

Most Everything. Electronic communication is here to stay! What once was a cutting edge novelty has now become routine. We get information, buy products, and maintain contact with people electronically.

Digital cameras allow us to send photographs around the world almost instantaneously. Every business or organization I relate to has a web site and e-mail communication. The number of clients who come to us via the internet has increased dramatically.

Communication Issues.

There are some issues and some downsides to the new age. Do you

get fewer e-mails than you wish? Is being connected 24 hours a day in every location a good thing? Are we wasting time on line with unproductive activities? Is e-mail destroying our grammar and making us more distant rather than closer?

Will e-mail joke-sharing make comedians obsolete? Will newspapers, books, and libraries disappear? The jury is still out on many of these issues. One fact is certain; technology is here to stay. If used properly it can help us communicate better and faster than we ever dreamed possible. So use it wisely, beware of its downsides, and remember to...

Sharpen Your Face To Face Skills. To succeed in today's - and tomorrow's - world you still need to be able to make a good first impression, to be comfortable interacting with people, to interview for a new job, to make a presentation, to lead a meeting, to participate in a meeting, and to handle the toughest questions they may ask you.

While electronic communication is marvelous, the most productive, satisfying, and rewarding communication will always occur when we meet each other in personal human circumstances.

By C. Mike Jousan

October Q & A

QUESTION: What are some tips for counteracting employees with negative attitudes?

ANSWER: One of the irritants of being a supervisor is having to contend with people who are constantly negative about their job in particular and the organization in general. However, rather than shrug your shoulders, it's important to try and modify their behavior, since negative attitudes can affect other employees. Good ways to cope with bad attitudes include:

- 1. Be positive yourself.** If you're essentially upbeat about matters, this in itself can help to modify a negative attitude. Even if it doesn't have any impact, it will encourage other employees to ignore the rumblings of a malcontent. This helps to maintain group loyalty and limit the spread of job dissatisfaction.
- 2. Be a sounding board for complaints.** It's not pleasant to listen to gripes, but being a good listener pays dividends. Employees are going to air their gripes anyway, and if they feel at ease in doing so with you, they're less likely to grumble amongst themselves.
- 3. Show respect.** It's pretty easy when you are supervising someone who has a bad attitude to become tense and irritable when talking with the offender. Yet, this just makes a bad situation worse. It can also influence other employees to form a judgment that the worker's bad attitude is attributable—at least in part—to your behavior. Therefore, it's important to be calm and matter-of-fact when confronted by people with bad attitudes.
- 4. Be realistic.** If a bad attitude is caused by a job-related problem, do your best to resolve it. Having done that, you may find to your dismay that the person's attitude doesn't improve. If that happens, don't feel that you have failed.

To receive additional information on training offered by the Human Resources Department please call (509) 963-1202 or refer to: <http://www.cwu.edu/~training/>

NEWS and UPDATES

Criminal Background Check Policy Employee and Supervisor Responsibilities

On July 1, 2008, CWU's new [Background Check Policy \(2-2.71\)](#) went into effect. Under this policy, the university will conduct background checks (including criminal history) on persons hired for initial employment at the university, as well as current employees who change jobs or otherwise become subject to a background check. The accompanying [Background Check Procedures](#) identifies circumstances in which current employees are required to disclose a current criminal offense or receive a license suspension.

As always your [HR Representative](#) is available to assist you with questions on how these changes may affect you or the employees you supervise. You may reach any of the HR Reps by calling the HR Department at **509-963-1202**.

Meet the Staff

Lisa Conn is the HR Representative for the President's and University Relations divisions. Completing high school in Burbank, Washington, she obtained her private pilot's license by graduation. After managing two Shari's Restaurants in Kennewick and Richland, she became a stay-at-home mother and cared for her two children, Caleb and Stephanie. In 2000, she returned to college and graduated with honors from Central Washington University with a Bachelor's Degree in Business Administration with specializations in Human Resource Management and Management and Organization. Her goals include earning her Master's Degree in the near future. Lisa enjoys spending time with her family after work hours. She began working for CWU in 2007.



OCTOBER TRAINING PROGRAMS

New Employee Orientation

October 2, 9:00 a.m. – 11:00 a.m. SURC Rm 135

*Performance Management: Performance Development Plan

October 7th 9:00 a.m. – 11:00 a.m. SURC Rm 135

Four Steps to Clear Communication

October 15th 9:00 a.m. – 11:00 a.m. SURC Rm 202

October 22nd & 29th 9:00 a.m. – 11:00 a.m. SURC Rm 201

*Foundations of Effective Supervision

October 15th 1:00 p.m. – 3:00 p.m. SURC Rm 135

Teams, Teamwork, Team Building, & Decision Making

October 24th 1:00 p.m. – 3:00 p.m. SURC Rm 135

Preventing Discrimination in the Workplace

October 30th 1:00 p.m. – 3:00 p.m. SURC Rm 140

* These are required Supervisory Enrichment Program courses per WAC 357-34-065. To register for all classes, please go to: <http://www.cwu.edu/~training/>

FINANCIAL PLANNING FOR RETIREMENT

Financial Planning for Retirement (Classified Staff)

October 1st 2:00 p.m. – 4:00 p.m. Black Rm 113 (DE)

October 7th 9:00 a.m. – 11:00 a.m. SURC Rm 135

Supplemental Retirement Savings Options (Classified Staff)

October 9th 9:00 a.m. – 11:00 a.m. SURC Rm 140

October 29th 2:00 p.m. – 4:00 p.m. Black Rm 113 (DE)

Financial Planning for Retirement (Faculty & Exempt Staff)

October 8th 3:00 p.m. – 5:00 p.m. SURC Rm 140

October 14th 1:30 p.m. – 3:30 p.m. Barge Rm 412 (DE)

Investment Choices for Retirement Savings (Faculty & Exempt Staff)

October 15th 3:00 p.m. – 5:00 p.m. SURC Rm 140

October 21st 1:30 p.m. – 3:30 p.m. Barge Rm 412 (DE)

Receiving Income from Your Retirement Savings (Faculty & Exempt Staff)

October 22nd 3:00 p.m. – 5:00 p.m. SURC Rm 140

October 27th 1:30 p.m. – 3:30 p.m. Barge Rm 412 (DE)

(DE) – Distance Education Available

Benefits Brief

Get on Track for Retirement!

HR's popular series of retirement planning seminars will be offered in October. If you would like information about how to estimate your retirement income, determine the amount that you need to save, and learn more about making retirement investment decisions, plan now to attend the following workshops:

For those in **PERS/TRS/LEOFF** (most classified staff): Financial Planning for Retirement & Supplemental Retirement Savings Options. For those in the **CWURP** (most faculty & exempt): Financial Planning for Retirement, Investment Choices for Retirement Savings, and Receiving Income from Your Retirement Savings. [Read more>>](#)

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