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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).

## HR UPDATES:

HR welcomes Joy Carlson, Recruitment Specialist and Jamie Thomas, Office Manager to the HR team. Jamie comes to the HR staff from the CWU College of Business Department of Management and Joy joins the staff from the Kittitas County HR Department.

## Two Bookends of Success



by Dr. John C. Maxwell

Great leaders understand the two bookends of success: starting and finishing. We generally think about them in terms of doing a task or project. However, what's true in our approach to projects is also true in our approach to each day. How we spend our mornings and evenings has a tremendous bearing on the course of our leadership.

I use my morning to set up a game plan for the day. During this time, I allow no interruptions. I never schedule breakfast meetings, and I isolate myself from distractions. I do not permit myself to strategize years down the road or to project my thoughts months into the future. Rather, I narrow my focus to the upcoming 24 hours. I ask myself: "Just for today, how can I be a success?" Viewing life in 24-hour increments, I place a premium on each day. I try to make each one a masterpiece.

During the evening, I reflect on my day. By reflecting, I translate my day's experiences into learning opportunities. This process solidifies in my mind the lessons I've discovered or bits of knowledge I've uncovered. Reflecting also gives me the space to assess my progress on the goals I made during the morning.

Relaxation is another important part of my evening routine. I make a point to put my leisure time into activities that replenish me by refueling my energy. For me, such activities include spending quality time with my spouse

or significant other or reading a book. Relaxation puts me in a good emotional state, lifts my spirits, and reminds me of the joys of life.

When I am not intentional about setting aside evening time for relaxation, I encounter negative symptoms, too. First, I get uptight. My times of reflection and relaxation act like valves that release stress from my life. If I don't guard those times, I get tense, my thoughts are more negative, and my health suffers. Second, I lose passion. My leisure times fuel me. If I am not intentional about putting time into my favorite activities, then life loses its luster. Third, I miss chances to grow. When I don't reflect on the meaningful moments from each day, I rob myself of the benefits of experience.

### SUMMARY

Yesterday is gone, and tomorrow is out of reach. That's why today matters. Leaders who value each day know the importance of starting well and finishing strong. In the mornings, they focus their energies on key tasks, and in the evenings, they replenish themselves. By mastering the bookends of success, leaders position themselves to make an impact every day.

Adapted from *Winning with People: Discover the People Principles that Work for You Every Time* by Dr. John Maxwell

## HR Consortium

In February the HR Department held its first meeting with the HR Consortium. The Consortium is made up of campus staff who have agreed to work with HR to provide feedback on the effectiveness and efficiency of its services and the development of programs and initiatives. The group will also assist HR in communicating ideas and information to the campus community. The Consortium will meet quarterly with the HR staff.

Members of the HR Consortium include: Michelle Cyrus, Julie Guggino, Joanne Perez, John Swiney, Jody Baxter, Jonathan Gordon, Mary Aho and Ed Castaneda.

## March HR Mailbag

**QUESTION:** What's the best way for a supervisor to earn the respect of employees?

### **ANSWER:**

There is no sure-fire way to do this, since many variables are involved. However, in the long term, being an effective supervisor will reflect itself in the level of cooperation you receive from employees. That means being decisive, communicate competently, and establishing a working rapport within the department. Whatever the circumstances of your position, don't attach a sense of urgency to gaining the respect of your employees. It will come about in time as they get to know you, and recognize that you are both fair and reasonable in your supervisory role.

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/>.

**April HR Mailbag:** What's the most effective management style to use?



# *Five Ways to Be Happy at Work*

- 1. Choose to Be Happy** - Happiness is largely a choice. You can choose to be happy at work. Sound simple? Yes. But, simplicity is often profoundly difficult to put into action. Dwell on the aspects of your work you like. Avoid negative people and gossip. Find coworkers you like and enjoy and spend your time with them. Your choices at work largely define your experience. You can choose to be happy at work.
- 2. Do Something You Love Every Single Day** - You may or may not love your current job and you may or may not believe that you can find something in your current job to love, but you can. Take a look at yourself, your skills and interests, and find something that you can enjoy doing every day. If you do something you love every single day, your current job won't seem so bad.
- 3. Take Charge of Your Own Professional and Personal Development** - You are the person with the most to gain from continuing to develop professionally. Take charge of your own growth; ask for specific and meaningful help from your boss, but march to the music of your personally developed plan and goals. You have the most to gain from growing - and the most to lose, if you stand still.
- 4. Ask for Feedback Frequently** - Have you made statements such as, "My boss never gives me any feedback, so I never know how I'm doing." Face it; you really know exactly how you're doing. Especially if you feel positive about your performance, you just want to be acknowledged. If you're not positive about your work, think about improving and making a sincere contribution. Then, ask your boss for feedback. Tell the individual you would really like to hear their assessment of your work. Talk to your customers, too; if you're serving them well, their feedback is affirming. You are responsible for your own development. Everything else you get is gravy.
- 5. Make Only Commitments You Can Keep** - One of the most serious causes of work stress and unhappiness is failing to keep commitments. Many employees spend more time making excuses for failing to keep a commitment, and worrying about the consequences of not keeping a commitment, than they do performing the tasks promised. Create a system of organization and planning that enables you to assess your ability to complete a requested commitment. Don't volunteer if you don't have time. If your workload is exceeding your available time and energy, make a comprehensive plan to ask the boss for help and resources. Don't wallow in the swamp of unkept promises.