

Human Resources Department
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This monthly newsletter is intended to provide timely information on staff related issues, and ideas and techniques you can put into action to improve communication, enhance performance, motivate staff, and influence peers. E-mail your **HR Quick Tips** newsletter submissions, suggestions and ideas to **Michael Horne** at: hrtraining@cwu.edu.

Did You Know?

The Labor Relations Office in the Human Resources Department handles labor affairs involving classified staff. The Office's services include:

- collective bargaining
- contract interpretation and consultation
- grievance administration
- management training
- labor/management relationship building and strategizing

For more information, please call Kirk Eslinger, Director of Labor and Employment Relations, at ext. 2267 or go to <http://www.cwu.edu/~hr/labor/index.html>.

Quick Tips

MENTORING



We All Benefit!

"Behind every successful person, there is one elementary truth. Somewhere, some way, someone cared about their growth and development."

- Author and career consultant Donald Miller

An essential part of CWU's **Workforce Enrichment Program** is the new **Mentoring Program**. Extensive research has been done on the positive impact mentoring can have on staff who are involved in mentoring relationships. For example, mentoring relationships have been identified as one of the most important factors in career success. Good mentoring relationships provide support to future leaders in many ways and can enhance the career success for both people involved.

Mentees can gain access to greater networks, develop skills, and increase self confidence. Mentors can benefit by practicing and developing their listening skills, leading to greater self development. Additionally, both mentors and mentees can achieve recognition and often express higher levels of job satisfaction.

Mentoring is defined as a caring, sharing, and helping relationship where one person invests time, knowhow and effort in enhancing another person's growth, knowledge and skill. It involves responding to critical needs in the life of another person in ways that prepare that person for greater performance, productivity or achievement in the future.

Value of mentoring for mentors:

- Transference of expertise
- Opportunities to translate values and strategies into actions
- Gain further insights/alternative perspectives about CWU as a whole

- Gain insights into other areas of CWU
- Additional investment of time/expertise for the future benefit of CWU
- Increased influence on CWU's mission and goals

Value of mentoring for mentees:

- Expansion of personal network
- Increased self awareness and discipline
- Potential to accelerate development and growth
- Positive and constructive feedback on professional development issues

Value of mentoring for CWU:

- Strengthens overall culture
- Positively impacts retention
- Leverages talent across the University
- Increases "workplace satisfaction" of individuals involved in mentoring
- Increases communication within the University, particularly nonhierarchical pathways

Brief meetings are being scheduled for individual departments to provide additional information about the Mentoring Program and to sign up prospective mentors and mentees. To become a mentor or mentee or to schedule a brief informational meeting for your department, contact Michael Horne, Training & Professional Development Administrator at ext. 2196 or go to <http://www.cwu.edu/~hr/workforce/mentoring.html>.

Mark Your Calendars

2009 Annual Awards Ceremony

The Annual Awards Ceremony is scheduled for April 7, 2009 at 1:30 p.m. in the Ballroom of the Student Union & Recreation Center.

March Q & A

Question: My boss suggested that I be more diplomatic in my dealings with other supervisors and staff. This upsets me since I'm just trying to get my job done. I think my boss should be getting other people off their duffs instead of criticizing me.

Answer: Diligence is a commendable trait, but just being a hard-charger won't get the job done. When it comes to securing the cooperation of other people, several elements have to be considered.

One is the recognition of priorities—your own as well as those of other people. It's comfortable to think that what you're doing is more important than anything else. That may be true—at least as far as you are concerned. Even so, everyone you do business with may not reach the same conclusion.

Therefore, in securing the cooperation of other people, an awareness of their workload and priorities is essential. This may mean a willingness to wait your turn on occasion. By prioritizing the importance of your tasks and not demanding an instant response every time you need assistance, people will more readily respond when you do have a rush job.

Diplomacy is also an essential ingredient in securing cooperation. In the heat of a pressure cooker kind of day it's possible to operate with a short fuse, but blowing your top at someone does not work. Although keeping calm may not move mountains, it will get the job done, whereas a volcanic eruption will only destroy working relationships. You need to search for ways to appropriately let off steam.

TIP: Unless you possess an unusual degree of patience, it's inevitable that you'll get angry on occasion. But even when it's warranted, it's a good idea to apologize after things calm down. Doing this prevents lingering resentment which can cause difficulty the next time you need to work with that person.

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 programs offered.

NEWS and UPDATES

Should I be paid while I'm in travel status?

So, you're a civil service employee eligible for overtime and your boss informs you that you will be attending a meeting in Olympia, which will require you to leave Ellensburg before 8:00 AM and return after 5:00 PM. Should the hours you are in travel status be paid at straight time or should the hours you are in travel status be paid at overtime? What if the meeting in Olympia is a two-day meeting and you have to spend the night and return the following day. What if you are traveling with a co-worker and you are the driver? What if the co-worker is driving? Do the same compensation rules apply if you are flying to a conference or seminar instead of driving? What rules apply if the travel takes place on a weekend, a scheduled day off or a holiday?

There are many variables which must be considered in order to make sure you are being compensated appropriately when you are in travel status. Your Human Resource Representative knows all of the in's and out's when it comes to compensating for travel time. We encourage employees and supervisors to contact us prior to traveling so we can answer those questions. With prior notice, your Human Resource Representative can provide various options so that you and your supervisor can work out the best plan for your travel schedule.

As always, if you have questions about this article or anything you read in this edition of HR Quick Tips, please contact us. Here is the contact information for your area Human Resource Representative. Student Affairs & Enrollment Management: Lorraine Chavez 963-2290 or chavezl@cwu.edu. The President's area and University Relations: Lisa Conn 963-2054 or connl@cwu.edu. Academic Affairs: Eric Galbraith 963-1345 or galbraie@cwu.edu. Business & Financial Affairs: Stephen Sarchet 963-1286 or sarchets@cwu.edu.

Meet the HR Staff

Eileen Stokes has worked in the HR Department for 9 years. She supports the benefits administrator and is the main data entry person for the Benefits Section. Coming to CWU from the private sector, Eileen's diverse skills uniquely qualified her for answering questions about retirement, medical, dental, life and LTD insurances, as well as assisting people with completing initial enrollment forms and/or changes in their employee benefits package. In short, Eileen manages the paper flow by ensuring accurate data entry, documentation, and filing.



Eileen lives on a ranch outside Ellensburg where she and her family raise cattle and pasture cattle for other ranchers who don't have enough land. She loves to cook, read and garden and is addicted to crossword puzzles. She and her husband David have 2 daughters and 9 grandchildren between them.

MARCH TRAINING PROGRAMS

New Employee Orientation
03/5/09 9:00 a.m.-11:00 a.m.

Communicating Effectively in the Workplace
03/12/09 3:00 p.m. - 5:00 p.m.

Customer Service Excellence
03/17/09 1:00 p.m.-3:00 p.m.

To register for all classes, please go to:
<http://www.cwu.edu/~training/calendar.html>

How Do I Find?

Looking for HR policies and procedures, go to <http://www.cwu.edu/~hr/a2z/index.html#p>.

HR forms are available at:
<http://www.cwu.edu/~hr/forms/index.html>.

If you have any questions, contact your HR Representative.

Got Ideas?

Your opinions and suggestions matter to CWU. Please provide your ideas or thoughts on efficiency, cost savings or revenue generating ideas by going to <http://www.cwu.edu/%7Eweb/savings-suggestion.html> or by sending your suggestions to the special email account at CostSavingsIdeas@cwu.edu

Benefits Brief

Financial Education Clearinghouse

Did you know that the Washington Department of Financial Institutions has developed a website for Washington residents who are looking for news, resources, and information about finances? Their website provides great resources that can assist you in managing debt, talking with children about money, establishing a budget, and cutting expenses. [Read more>>](#)

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