



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - July 1999

WELCOME! NEW EMPLOYEES

Eric Arbetter, Department Specialist, Cont. Education
Marvin Blake, Sr., Police Officer, Campus Police
Petra Blum, Counselor, Weinman
Lawrence Branham, Mech. Trades Specialist, Facilities
Drummond Crenshaw, Department Assistant, Bookstore
Sandra Diamond, Coord. Kids Voting, Teaching & Learning
Glenda Gillespie, Secretary, Chemistry
Jessica Gutmann, Term Service, Custodial Services
Nichelle Hunter, Department Asst., Campus Computing
Ben Kandlbinder, Asst. Men's Basketball Coach, Athletics
Ricky Kell, System Analyst, Business Services
Marsha Manley, Switchboard Operator, Telecomm.Center
Chibuzor Nwoka-Sansbury, Department Asst., Cont. Ed.
Christine Rethlake, Coordinator, Student Financial Aid
Tamarra Robinson, Department Assistant, School of Bus.
Gary Stiehr, Department Assistant, Campus Computing

New employees, if you need assistance please contact Human Resources (Peter Heihaus, Director). For help with initial orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions concerning benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, contact Deborah Burris at ext. 6843 For exit interviews, contact Alicia Thier at ext. 5258.

PROMOTIONS/TRANSFERS

Rochelle Aronson, Secretary, from KWMU to Continued Ed.
Kathleen Brown, Research Spec. (PT to FT), Education
William Ficklen, Library Asst. I to Library Asst II, Library
Veronica Hayes, Dept. Asst., Univ. Relations to Admissions
Advisor, Admissions
Dexter Mister, Term Service to Custodian, Custodial Services
Michael Sampson, Radio Producer (PT to FT), KWMU
Scott Vosevich, Automation Control Oper. to Electronic Syst
Tech II, Facilities
Kathy Walters, Dept. Asst. to Admin. Assoc. I, ITC

H. R. WEBSITE UPDATED

Keep an eye out for the Human Resources department's revised web site which will be coming soon. The revised web site contains many new features including forms which can be printed off and completed by applicants and employees, much additional information about various human resource topics and even pictures of employees.

HEALTHCARE FSA & SMOKING CESSATION PROGRAMS

The IRS has revoked a 20-year old revenue ruling prohibiting taxpayers from deducting the unreimbursed costs of smoking cessation programs. The IRS now considers smoking an addiction. Therefore, most prescribed treatments to cure this addiction may now be deducted as medical expenses. However, over the counter medications, such as non-prescription nicotine patches and gum are NOT deductible expenses.

For employees who participate in the University's Health Care Flexible Spending Accounts, expenses for smoking cessation programs or prescribed drugs incurred in the 1999 plan year will in many cases be accepted and reimbursed by the plan sponsor ASI. To find out if a smoking cessation program's expenses meet the eligible expense criteria, employees should contact ASI directly.

EMPLOYEE COMMUNICATIONS

The quality and quantity of communication at work from supervisors and co-workers can have a significant impact on the work environment. Ineffective or inappropriate communication often results in poor cooperation and coordination, lower productivity, undercurrents of tension, gossip and rumors, legal problems and increased turnover and absenteeism.

Experience shows that there are many ways to improve internal communication. Here are some things you can do to improve communication in your department:

- Understand that communication is a two-way street. It involves giving information and getting feedback. It isn't finished when information is given.
- Put more emphasis on face-to-face communication. Don't rely mainly on e-mails, memos and other written communication.
- Before you begin, review the scope of your communication. Ask yourself if the message will be clear to your audience. Be as specific as possible.
- View information as a "service to" co-workers or staff and not "power over" them.
- Listen to your supervisor or co-workers; show respect for them when they speak. Let them know you are listening by asking questions or paraphrasing to show interest and clarify points.

EMPLOYEE COMMUNICATIONS (continued)

When communicating specific concerns or suggestions:

- Be accurate
- Be prompt
- Keep it private and confidential
- Keep calm, keep your emotions under control
- Keep personalities out of it
- Be specific (provide examples or behaviors supporting your concern and dates and times as close as possible)
- Explain the effect on you or the work environment (particularly how it affects your ability to do your job)
- You may have to write it down and sign it (this protects the university legally, ensures accuracy of details, provides a record and makes sure you are serious and willing to follow through)

TO WHOM SHOULD AN EMPLOYEE COMMUNICATE CONCERNS OR SUGGESTIONS

- A co-worker (when his/her performance, attitude or behavior is affecting your performance or the performance of other employees)
- Your Supervisor (always follow the Chain of Command)
- Your Supervisor's Supervisor (only when your Supervisor is not responsive or cannot resolve the concern)
- Your Vice Chancellor (same rules for your supervisor's supervisor apply)
- Human Resources (anytime you have not received satisfaction through the chain of command or anytime you or a co-worker are racially or sexually harrassed or discriminated against)
- Office of Equal Opportunity (anytime you or a co-worker are racially or sexually harassed or discriminated against)

WHAT AN EMPLOYEE MUST COMMUNICATE

- Work related information which is essential for other employees or departments to do their jobs
- Anything which could create a legal concern for the University, another employee or yourself in the workplace
- Suggestions which might prevent or resolve legal concerns

WHAT AN EMPLOYEE SHOULD COMMUNICATE

- Requests for resources, instructions or clarifications which are important for you to do your job correctly
- Anything which inhibits your work performance, makes you uncomfortable in your environment, costs the university unnecessary expense or time or could create an employee relations or public relations problem for the university
- Suggestions which might improve your performance, your work environment, or could increase operational effectiveness or reduce costs

WHAT AN EMPLOYEE MAY NOT COMMUNICATE TO CO-WORKERS, STUDENTS OR MEMBERS OF THE PUBLIC

- Rumors
- Threats
- Information about your salary or other compensation
- Unhappiness with your job or your supervisor
- Derogatory or inappropriate comments about another employee's race, sex, religion, disability, etc.
- Sexual or racial jokes, comments or innuendoes
- Details of yours or another employee's or supervisor's sexual behavior or preference, whether or not true
- Information about students (unless it is necessary to do the job)
- Private conversations between you and your supervisor
- Disciplinary actions taken against you
- Concerns about another employee's performance or behavior (other than the performance of the employee with whom you are meeting)
- Obscene or profane language

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