

THE H.R. RECORD

A publication of Human Resources, UM-St. Louis

March-April 2004

WELCOME! NEW EMPLOYEES

Noel Abounader, Custodian, Custodial Services
Brady Barr IV, Term Service Custodian, Custodial Services
Barbara Benz, Data Entry Oper I, University Relations
Mary Calandrella, Office Supp Staff II, Children's Advoc Centre
Erin Curran, Office Supp Staff IV, College of Nursing
James Dennis, Term Svc Custodian, Custodial Services
Rufki Dullovi, Custodian, Custodial Services
Jacqueline Flaherty, Dev. Officer, University Relations
Glenn Forsythe, Term Serv. Preschool Aide, UCDC
Jason Hanes, Women's Tennis Coach, Athletics
Harry Harris, Student Dev. Coordinator, Advising Center/EC
Beverly Haymon, Term Svc Custodian, Custodial Services
Scott Heuer, Household Assistant, Alumni Relations
Tina Hyken, Bus. Fiscal Oper Spec, College of Education
Paulette Jackson, Sr. Cont. Educ. Coord, Cont. Ed. & Outreach
Dwayne Jenkins, Term Service Custodian, Custodial Services
Kathryn Johnson, Office Supp Service II, Advising Center/EC
Karen Kalnins, Library Asst. I, Libraries
Joseph Kane, Police Officer, Police
Rachel LaRoe, Patient Service Representative, Optometry
Angela Meara, Event Services Manager, PAC
Amber Monroe, Asst. Dir. Residential Life, Residential Life
Christine Niles, Recruitment Coordinator, College of Nursing
Lilian Peterson, Office Supp Staff III, Cont. Education
Ben Stiebel, Groundskeeper II, Grounds
Mary Stone, Office Supp Staff III, Center for Internat'l Studies
Laurie Swartz, Account Executive, KWMU
Angela Thomas, Admin. Assistant, Chemistry
Larry Wallace, Floor Maint. Tech, Custodial Services
Alana Ware, Term Service Preschool Aide, UCDC
Josephine Watts, Term Service Preschool Aide, UCDC
Florence Williams, Term Serv. Custodian, Custodial Services
David Woods, Police Officer, Police

New employees, if you need assistance, contact Human Resources (Peter Heithaus, Director). For help with orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions about benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, work relationships or environment, contact Peter Heithaus, ext. 5805 or John Tighe, ext. 5381. For exit interviews, contact Nyonia Frye, ext. 5927. For training schedule or enrollment, contact Nancy Draper, 5805.

PROMOTIONS/TRANSFERS

Irma Aguayo, Term Svc. Cust. To Cust. Custodial Svcs.
Karen Anderson, Traffic Coor to Asst Prog Dir, KWMU
Joseph Flees, Jr, Coor to Stu Serv Coor, Student Activ
Ellen Meadows, Secretary to Admin. Secy, Cont. Educ.
John Schupp, Police Officer to Police Sergeant, Police
Sylvia Poe, Dept. Spec Cont Ed to HR Spec III, HR
Bonnie Unal, Inter Graphic Des to Sr CE Coor, Cont. Ed.

2004 MILEAGE REIMBURSEMENT INCREASE

The University mileage reimbursement rate has increased to 37.5 cents per mile from 36 cents per mile effective January 1, 2004.

EMPLOYEE OF THE MONTH WINNERS

The UMSL Riverstars Employee of the Month winner for January was Tanika Dunn. Tanika was chosen for best exemplifying the January theme of "Works Well Under Pressure". Tanika is an Administrative Associate in the College of Arts & Sciences. Comments made about Tanika included; "she is very pleasant, remains calm and is always positive, "she is a fast thinker and worker, solving problems before they become serious issues, "she is extremely knowledgeable about the payroll process and offers expert advice on getting everyone paid properly and on time".

The UMSL Riverstars Employee of the Month winner for February was Regina Walton. Regina was chosen for best exemplifying the February theme of "Performance Versatility". Regina is an Office Supervisor for Children's Advocacy Services. Comments made about Regina included, "even though Regina has her own duties and responsibilities, she always makes herself available to help others resolve problems, especially those problems that interfere with work productivity, "Regina works in a difficult atmosphere but she is always able to adapt to everyone's needs and help give the best possible care to the kids!"

Tanika and Regina received \$100 gift certificates, commemorative plaques and automatic nominations for the Chancellor's Award for Staff Excellence.

HUMAN RESOURCES INTERDEPARTMENTAL PARTNERSHIP

In the near future, Human Resources will be contacting a representative group of campus staff about an exciting new initiative - the Human Resources Interdepartmental Partnership (HRIP). This partnership will create a link between HR and campus departments in order to improve communication, increase awareness and enhance relationships. HR will share information about how it functions and how it can be used as a resource and a strategic partner. Representatives to the HRIP will, in turn, be asked to provide feedback, ideas, and practical suggestions about HR processes and programs, employee interests and needs, and the work environment. If you are interested in participating in this valuable forum, please contact Sylvia Poe, ext. 5258.

NEW MANAGER WORKSHOP

Human Resources is offering a New Manager Workshop on Tuesday and Wednesday, April 20 and 21, 2004 in the Human Resources Training Room, 222 General Services Building. Topics to be covered, in addition to general discussion of management philosophy and techniques include:

Employment Laws: Overview of the employment laws and regulations from equal employment and affirmative action through the laws governing pay and benefits; common law affecting employment.

Hiring Process: Hiring procedures and policies; interviewing techniques; reference checking; applicable forms; available resources.

Positive, Effective Performance Appraisals: The performance appraisal process and forms; setting realistic and measurable job expectations; handling the performance appraisal meeting.

Understanding and Applying University Policies: The purpose, application and benefits of the most important University policies.

Coaching and Counseling: Coaching; motivating; progressive discipline; assessing the risks; preparing for the consequences; advantages and disadvantages of the grievance process.

Worker's Compensation, FMLA, Other Benefit and Leave Issues: How your employees using their benefits can affect your ability to manage your department. Legal rights, responsibilities and pitfalls.

If you have not received an invitation but are interested in attending a New Manager Workshop, contact Nancy Draper, ext. 5805.

HR STAFF ADDITIONS

We are pleased to announce the additions of Talia Gholson, HR Assistant, and Sylvia Poe, HR Specialist III, to the Human Resources staff.

Talia transferred from the Citizenship Education Clearing House (CECH) Program. Before working for CECH, Talia had been employed in the HR department at the University of Missouri-Columbia. Talia will primarily be responsible for payroll and HRIS and will assist with new employee orientations. She replaces Derrick Freeman, who transferred to OEO.

Sylvia transferred from Continuing Education & Outreach's Microcomputing Program, where she had served since 1996. Sylvia will primarily be responsible for employee development and recruiting. She replaces Alicia Winchester, who took a position as Supervisor of Recruiting at Ventura Community College in Ventura, California.

A CUSTOMER IN ANY LANGUAGE....

As our campus becomes increasingly diverse, it is important for all employees to be sensitive to students and staff with heavy foreign accents or limited fluency in English. Nancy Friedman, the Telephone Doctor (<http://www.telephonedoctor.com>), offers the following suggestions for communicating with students or other employees with strong foreign accents:

- Don't pretend to understand. Nodding or saying "OK" just to move the conversation along will not improve the speaker's intelligibility or your interpretation and may mislead him or her into thinking that you really do understand. It is perfectly acceptable to say, "I'm sorry, but I'm having a little trouble understanding you. If you wouldn't mind slowing down a little bit...I'll be able to get it all correct for you." When making that statement, keep in mind that your tone of voice is international. So, keep it at a gentle, reasonably slow pace, and smile when you say it. Smiling is also universal. You will have then taken the most important step in resolving the matter at hand; communicating to the person with the accent that you sincerely want to get it right.
- Don't rush. Often there is a tendency to rush someone who speaks with an accent, and rushing can be particularly threatening to someone who is already struggling to connect thoughts in his or her native tongue to the words of his or her adopted language. If you find yourself constantly saying "uh huh" over and over in rapid succession, you are probably rushing your customer. Slow down.
- Don't shout. Just because someone has an accent, does not mean that he or she is hard of hearing. Speaking louder will not help. It only emphasizes your frustration and your impatience. Keep smiling. It will show them that you are happy to be there trying to help them and that you are willing to take the time to sort everything out.
- Don't be rude. Not that you would intentionally be rude, but a "hey, I can't understand you" or a "Huh?" might be considered rude. If you don't feel that you are getting anywhere, don't be afraid to ask for help. It's possible that someone else might be able to better understand what the customer is saying. However, be careful about shuffling your customer from one person to another. That can be very frustrating, particularly when a customer who has enough difficulty expressing himself or herself once must try to tell his or her story a number of times. If possible, choose someone to help you who has some fluency in your customer's native language or more exposure to individuals from that ethnic group.
- Keep a job aid available. If you have to work with a large percentage of a particular ethnic group, it is sometimes useful to keep a few simple helpful phrases in that language near you. Here again, it is important to be selective and courteous. i.e. "Un momento por favor" is much more helpful than "No hablo Espanol".