



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - October 2001

WELCOME! NEW EMPLOYEES

Christine Beshler, Dept. Asst, Cont. Educ. & Outreach
Eva Enoch, Dept. Assistant, International Studies
Brian Huxtable, Term. Technical, Teaching & Learning
Nicole Nickols, Preschool Aide, Univ. Child Dev. Center
Kelly Krahl, Admissions Counselor, Admissions
Debra Lewis, Sr. Secretary, Academic Affairs
Jamie Lincoln, Dept. Assistant, Admissions
Laura Patridge, Admissions Counselor, Admissions
Marcia Robson, Admissions Counselor, Admissions
Richard Schuler, Dept. Specialist, Physics & Astronomy
Paul Simon, Project Coordinator, Child Advocacy Center
Anastasia Sithole, Coordinator, Student Activities

New employees, if you need assistance, contact Human Resources (Peter Heithaus, Director). For help with orientation or new hire paperwork, contact Alicia Winchester, ext. 5258. 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 Alicia Winchester, ext. 5258. For training schedule or enrollment, contact Nancy Draper, ext. 5805.

PROMOTIONS/TRANSFERS

George Huebner, Term Serv. to Grnds Keeper I, Grounds
Jean Mayo, Sr. Secy, Psy. to Admin. Asst., Art/History
Rachel Sommerer, Couns. to Asst. Dir, Stud Supp Serv
Susan Torres, Term Serv to Custodian, Custodial Services

CONGRATULATIONS! RETIREMENTS

David Bird, Instructor, School of Business
Fred Bradley, Affil. Asst. Prof., Educ. Leadership & Pol
GeorgeAnn Cooper, Social Worker, Children's Advocacy
Stephen Selesnick, Professor, Math & Computer Sci
Floyd Wilding, Police Officer, UM-St. Louis Police
Rudolph Winter, Assoc. Professor, Chemistry

BENEFITS CHANGE PERIOD

Employees will soon be receiving packets from the University announcing benefit changes and enrollment procedures. The benefits change period for 2002 will end November 9, 2001. During the change period, you may make changes to your medical, dental, life, AD&D, flex spending, or long term disability insurance coverage for 2002. If you are eligible, you may also enroll in a benefit program in which you were not previously enrolled. If you are currently enrolled, you will not be required to complete an Enrollment/Change Form except to change plans, cancel coverage or change your level of coverage. *However, if you were enrolled in the flex program for 2001, you will have to re-enroll for 2002.*

Informational sessions will be held on Thursday, October 25, 2001 at 10:00 a.m. and 2:00 p.m. in room 78 J.C. Penney (more information will follow). If you have not received your Change Period packets by October 22, 2001 or if you have questions, contact Joann Westbrook at ext. 5806 or 5639.

DIRECT DEPOSIT REMINDER

HR Policy 224 requires all employees to be paid through Direct Deposit. The rationale for implementing payroll direct deposit was to allow the University to take advantage of cost savings associated with direct deposit and to pay employees in the most efficient and expeditious manner. The Policy can be found in the HR Policy Manual in the Compensation Section.

Employees may submit written requests to the UM Controller for exceptions to the Policy via the UMSL Human Resources Payroll Office.

Please contact *Errol Benson* at ext. 5803 for additional information.

EMPLOYEES HONORED FOR SERVICE

Administrative, service and support staff who have achieved length of service milestones will be formally recognized at the annual Staff Service Awards Ceremony on Friday, November 9th at 6:00 p.m. in the Millennium Student Center. The names of all the recipients will be announced in next month's edition of the H.R. Record.

VALUING DIVERSITY

As employees of the University of Missouri-St. Louis, we are fortunate that every day we are given the unusual opportunity to experience firsthand a variety of cultures without ever having to leave the confines of this campus. In light of the recent terrorist attacks in New York City and Washington D.C. and the resulting backlash in some areas of the country against individuals of Middle Eastern origin and those who practice the Muslim and Sikh religions, we are reminded of the fragility of our wonderfully diverse environment and encouraged to practice the values which have helped us achieve it. The University (HR Policy 119, Maintaining a Positive Work & Learning Environment) has provided the following general guidance:

The University of Missouri is committed to providing a positive work and learning environment where all individuals are treated fairly and with respect, regardless of their status. Intimidation and harassment have no place in a university community. To honor the dignity and inherent worth of every individual student, employee, or applicant for employment or admission is a goal to which every member of the University community should aspire and to which officials of the University should direct attention and resources.

The policy then becomes more specific about the treatment of students and employees:

*...Employees should treat students **as individuals** rather than as members of a particular category of people.*

*...It is the expectation of the University that all employees and potential employees will be treated on the basis of their contribution or potential contribution **without regard to personal characteristics** not related to competence, demonstrated ability, performance, or the advancement of the legitimate interests of the University.*

MENTORS AND TOUR GUIDES FOR NEW EMPLOYEES

The Human Resources Department is developing a mentoring program in which employee volunteers would facilitate the transition of new employees to their new work environment and increase their level of comfort by familiarizing them with the operation of the campus, helping them to access resources which they need to do their jobs or resolve work-related concerns, and providing moral support. A mentor will be in contact by phone or in person with the new hire to whom he or she is assigned throughout the new hire's probationary period.

The Human Resources Department is also looking for volunteers to provide campus tours to new employees on their first day of employment. Tour guides will take new hires to get staff I.D. cards and parking permits and show them around campus, including staff parking areas. Tour guides must be able to provide transportation for the tour.

To serve as a mentor or a tour guide, an employee must have at least two years of full-time employment with the University of Missouri-St. Louis, have a "meets" or "exceeds expectations" rating or equivalent on his or her most recent performance appraisal, have no disciplinary actions, and have written permission from his or her supervisor.

If you are interested in volunteering as a mentor or a new hire tour guide, contact *Alicia Winchester at ext. 5258.*

NO STUPID QUESTIONS?

Regardless of whether we believed it, most of us were raised under the old adage, "there is no such thing as a stupid question". For many of us that saying was drummed into our heads from our earliest years as a way to encourage the communication which was fundamental to our personal growth, education and career development, and to provide a buffer against the derision of those who believed that we really were not very smart. In general, we agree with the adage, but honestly admit that some questions appear to be more intelligent than others. At least, they accomplish a lot more. For instance, how smart is a question when it is not structured to obtain the information which the individual asking the question is seeking, such as a question which requests a "yes" or "no" answer when the questioner wants detailed information? In an age where the media has an extraordinary ability to influence beliefs and lifestyles, it is easy to become cynical about the information which we receive as we observe reporters and talk show hosts frequently hiding behind the old adage to excuse lack of preparation, to gain publicity or to pursue personal or political agendas.

Andrew Finlayson, a news director and author of *Questions That Work: How to Ask Questions That Will Help You Succeed in Any Business Situation*, suggests several ingredients which are essential to developing thoughtful and productive questions:

- **Awareness.** What do you need to know and by when?
- **Ability.** Who has the expertise, authority or willingness to provide answers?
- **Atmosphere.** Are the time and place appropriate for asking questions or a particular question? Have you asked, "Is this a good time to talk?"
- **Attitude.** What is the best way to phrase and present your question? Show that you really want information, not confrontation.
- **Answer.** Did the answer tell you what you needed to know? The right questions may not always bring the right answers. Listen carefully to what has been said and be prepared to follow up.
- **Appreciation.** Did you thank your subject? If you did, he or she will be more likely to help you in the future.