theResource

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Dear Faculty, Staff and Administrators,

You know...time has a way of moving quickly and catching you unaware of time spent at Georgia Southern University. This will be my last communication via our Human Resources newsletter. I will be entering into retirement the first week in July after being at our great institution for the last five and a half years.

This is my 38th year in Public Higher Education Human Resources and as I have said many times, I would do it all over again! I’ve enjoyed every minute, every hypothetical question, the opportunity to guide our institution through policies and procedures, the long discussions I have had with administrators, department heads and employees regarding their needs and concerns. My goal in coming to Georgia Southern University was to make a difference, and if I have done that, I owe it to my HR Cabinet Members and Staff, the President’s Cabinet, Dr. Ronald Core and Robert Whitaker, Staff Council members and to all of you who have made my job challenging but enjoyable.

And so...now that I enter into this new season of my life unprepared for all the new challenges that lie ahead of me, I am eternally grateful for the opportunity to have served our institution. I wish you all the very best and you will be remembered with fondness and deep appreciation.

Sincerely,
Paul Michaud
Associate Vice President for Human Resources

Postscript:
There has been much publicity regarding the Affordable Care Act (ACA) which went into effect on May 1, 2014. HR has hosted a number of open sessions attempting to address the guidelines of the ACA and in addition, new/important University System of Georgia restrictions regarding the number of hours a temporary employee can work in a twelve-month period of time. Please review the information on Page 7 in the newsletter.

All staff employee performance evaluations were due at the end of April. If you haven’t completed the evaluations on your employees, please complete the online evaluation, send it electronically to your employee(s), discuss the evaluation with each person, determine goals for the next evaluation period, and then ultimately ensure that you send it electronically to HR. USG regulations mandate that all employees must be evaluated on an annual basis.

Enjoy the summer!
An engaged workforce that possesses the necessary skills, knowledge and expertise is crucial for any organization who wants to achieve high levels of business success. In our current challenging and competitive business environment, learning and development has never been more important as a means to keep employees engaged and maintain that competitive advantage.

Good employee engagement training focuses on teaching the skills which are needed to do this effectively. Thriving organizations rely on their people to perform consistently well. This can only be achieved if they are feeling engaged and motivated.

The right training and development can greatly enhance employee engagement by nurturing talent and helping people to learn new things and improve their performance. Most people want to feel that they are doing a good job and that they are valued by their organization for the part they play.

In addition, few people like to remain static in a work environment and prefer to have variety in their work and see development potential in their role. Learning and development provides a way to address all of these human needs and greatly improves employee engagement. Organizations who invest in their people through training and development are also viewed more favorably by employees than those in organizations who don’t.

Employee Engagement: Impact of Learning and Development by Dale Kirke
Management Training Series

All new managers (promoted or recently hired) are encouraged to attend the Management Training Series. This series offers managers helpful information on university policies, procedures, as well as methods to manage more effectively. The series also offers participants an opportunity to meet other managers across campus. This certificate series totals 24 professional development hours.

**Session One: Becoming a Manager at GSU**  
Tuesday, August 19
- Personnel and Leave Policies
- Recruitment and Selection
- Hiring
- Managing Performance
- Grievances
- Legal Issues

**Session Two: Communication, Decision-Making, and Delegating**  
Thursday, August 21
- Tips to Improve Communication
- Identify Your Communication Style
- Tactics for Effective Decision-making
- Delegating

**Session Three: Roles and Responsibilities**  
Tuesday, August 26
- Differences Between Employees and Managers
- Management Style Assessment
- Characteristics of an Effective Manager
- Manager’s Roles and Responsibilities

**Session Four: Developing Employees**  
Thursday, August 28
- The Three Step Process for Developing Employees
- Tips and Benefits for Developing Employees
- Six Step Process for Developing an Effective Orientation Program
- Types of Training
- Analyzing Employees Training Needs
- Signs that Coaching Needs to Take Place
- The Coaching Process
- Guidelines for Giving and Receiving Feedback

**Session Five: Creating a Positive Work Environment**  
Tuesday, September 2
- Steps to Create a Positive Work Environment
- Techniques to Motivate Employees
- Benefits to Rewarding Employees
- Tips for Rewarding Employees
- Resolving Workplace Issues

**Session Six: Handling Conflict**  
Thursday, September 4
- Identifying the Different Types of Conflict
- Understand the Positive and Negative Effects of Conflicts
- Tips for Resolving Conflicts
- Process for Resolving and Handling Conflicts

*Each session will be held in Continuing Education Room 2911 from 8:30 AM—12:00 PM. Please sign up for the series at training.georgiasouthern.edu.*
Workforce Engagement Numbers in the US.

**Overall**
- 30% Engaged
- 52% Disengaged
- 18% Actively Disengaged

**College Grads**
- 28% Engaged
- 55% Disengaged
- 17% Actively Disengaged

**High School Grads**
- 32% Engaged
- 49% Disengaged
- 19% Actively Disengaged

Source: Data taken from Gallup Poll of over 350,000 working respondents.

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Eagle Experience

Georgia Southern University wants all employees to feel engaged especially when they are first hired. Therefore, the Eagle Experience Series is offered to all employees, yet geared toward new hires (within first year of employment), to assist in the acclimation process. We hope to make the transition as seamless as possible by each participant gaining basic knowledge of job tools while also becoming acquainted with areas for involvement. This series totals 10 professional development hours.

**Session One**
- Lunch at Dining Commons
- Basics of ADP and University Policies

**Session Two**
- Museum Tour
- Wildlife Center Tour
- Garden of the Coastal Plain Tour

**Session Three**
- Introduction to Google Apps. and Building a Better U
- Campus Tour led by a SOAR Ambassador

**Session Four**
- Recreation Activity Center (RAC) Tour
- Wellness Overview

Please go to training.georgiasouthern.edu to view times and locations or to sign up.

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Train-the-Trainer

When facilitating training.....

**How do you overcome nervousness?**

**How do you gain the participants’ respect and attention?**

**How do you develop your materials?**

These are just a few of the many questions that will be answered in this session. This course will break down the different aspects of conducting a training session. We will discuss the entire training process including:

- Conducting a needs assessment
- Planning the course agenda
- Developing course materials
- Knowing your audience
- Playing devils advocate
- Practicing the presentation
- Presenting with confidence

This session will be held on Friday, June 27 from 9:00 AM—10:30 AM in Continuing Education Room 1909.

To sign up, go to training.georgiasouthern.edu.
Once employees have received a description of their duties, there are specific skills and processes that need to be learned. The Cutting Through the Red Tape Series was recently redesigned to train any administrative professional on the most commonly used practices, procedures, and protocols associated with conducting daily University business. Instruction is provided by subject-matter experts from various departments on campus. This certificate series totals 18 professional development hours.

Session One
- Business Objects
- Travel Expense Reports

Session Two
- PeopleAdmin
- Title VII and Employment

Session Three
- ADP and the Onboarding Process
- Personnel Action Forms

Session Four
- Policies and Procedures
- Types of Leave

Session Five
- Procurement
- Marketing and Communications

Session Six
- Budgets
- Collecting and Depositing University Funds

Each session will be held in the HR Training Room from 9:00 AM—12:00 PM.
Please sign up for the series at training.georgiasouthern.edu.
The Tuition Assistance Program (TAP) will waive tuition for employees enrolled in classes at USG institutions. This program waives the cost of up to nine (9) credit hours per semester. (This covers tuition, not books or course materials). Per the Board Policy, TAP participants may enroll in distance learning and web-based courses offered by the University System of Georgia. If these tuition costs are greater than the normal tuition, the employee will be responsible for paying the remainder of the tuition costs.

This program is available to full-time benefits-eligible employees who have been employed by the University for a minimum of six months prior to the TAP application deadline.

The University System of Georgia TAP application deadlines will apply to all USG institutions: If any of these dates fall on a holiday or weekend, the application deadline will be the last business day prior to the dates identified.

- Fall Semester—July 15
- Spring Semester—November 15

Please send all Professional/Staff TAP applications to Sara Jo Britt at P.O. Box 8104. All Faculty TAP applications should be submitted to Lavada Sykora, P.O. Box 8022.

If you have questions, please call Sara Jo Britt at 478-0256.

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**Student Employment Week 2014**

On behalf of the Student Employment Center, I would like to thank all of the departments and individuals who ensured the success of all Student Employment Week events. Special thanks to Chris Pugh and the comedians of the GSU Comedy Club who thoroughly entertained us on Monday evening. Words of thanks are given to Mike Czech for the advice provided to students concerning time management on Tuesday. More thanks are given to Robert Meguiar, Kim Walker, and Chanice Beasley for agreeing to judge all students who attempted to sing in the GSU Student Idol Competition. Also, we thank Dr. Lissa Leege and the Center for Sustainability for collaborating with us on our Student Appreciation Day event.

We set aside one week each year to show our appreciation for our student employees. Their contributions to our campus are outstanding. We ask that you continually guide them, praise them when they succeed, and help them when they falter.

*Kyle Herman—Student Employment Center*
Many of you received emails in the past weeks related to information sessions concerning the Affordable Care Act’s effect on temporary and student employee hiring. Our records show that over 215 employees attended these sessions to learn about the changes. Some individuals indicated they could not attend any of the sessions due to scheduling conflicts, so we want to provide some of the basic information presented in the sessions.

**Temporary Employees (Formerly Described as Casual Labor)**

- Effective May 1, 2014, hours worked must be recorded for all temporary employees.
- A temporary employee may **not** exceed 1,300 hours in a 12-consecutive month period.
- Once a temporary employee has worked up to 1,300 hours or has been employed for 12 consecutive months, then he/she must be terminated and cannot be rehired for at least 26 weeks.
- The 1,300 hours can be accumulated in any combination during the 12-month period.
- A temporary employee can only work up to 1,300 hours during a 12-consecutive month period even if they transfer or are rehired in another department.
- If an individual is employed at another USG institution in a temporary position, then the hours worked at the previous institution will be counted towards the 1,300 hours worked limit.

**Student Employees**

- Effective May 1, 2014, hours worked must be recorded for all student employees.
- A student employee may **not** exceed 1,300 hours in a 12-consecutive month period.
- Student employees can work continuously for up to 1,300 hours over a 12 month period as long as they meet the definition of a student employee (i.e. enrolled in 6 or more credit hours during the Fall and Spring Semesters).
- Hiring managers must ensure any guidance related to the ACA is followed. We are aware that there are a number of pending concerns that must be addressed to ensure compliance. We will provide updates as these issues are resolved. Submit any questions or concerns related to the Affordable Care Act to aca@georgiasouthern.edu.

Demetrius C. Bynes, MBA, PHR
Director of Employment
Summer 2014 Student Employment Job Fair

The Student Employment Center would like to thank the following departments for attending the event:

- Academic Success Center
- Admissions
- Annual Giving
- Athletics
- Campus Recreation & Intramurals
- Career Services
- Center for International Studies
- College of Education
- Counseling Center
- Dean of Students
- Educational Opportunity Programs
- Facilities Services
- First Year Experience
- Fraternity & Sorority Life
- Mathematical Sciences
- Multicultural Student Center
- Museum
- Registrar
- Student Leadership & Civic Engagement
- Student Media
- University Bookstore
- University Housing

These departments engaged 235 students who were seeking employment for the Summer and Fall Semesters.

Thank you for your attendance!

Suzie the Rock Star = Student Employee of the Month

Suzie is a student employee in the Department of Human Resources. She comes to work on-time when she is scheduled. She has worked for the department for 2 years and always completes assignments on-time and accurately. She not only completes her tasks and assignments but goes above and beyond the normal job duties and always volunteers to take on additional work. She is really an asset to the department.

Does this sound familiar? Do you have an outstanding student employee working for you? Are they being recognized for their hard work? Nominate them for the Student Employee of the Month Award. Please submit all nominations to the Student Employment Center at the following link: [http://jobs.georgiasouthern.edu/sec/nomination/](http://jobs.georgiasouthern.edu/sec/nomination/).

If you have any questions or concerns about the Student Employee of the Month Award please contact Rieshawn Williams at (912)478-7158 or rwilliams@georgiasouthern.edu.

Eagle Temps offers hiring managers the opportunity to hire temporary employees from diverse staffing pools. Temporary staffing pools are designed to provide immediate solutions to staffing needs. Staff members from Human Resources organize and maintain temporary staffing pools for various positions and provide documentation for the top candidates to the hiring manager when needed.

**Five Reasons to utilize Eagle Temps**

Money: There are no administrative fees;

Time: Enjoy a same day turnaround of applicants ready to start work;

Success: Applicants’ job skills matched to departmental needs in a professional and timely manner to promote the success of all departments and employees;

Flexibility: Applicants are available for various reasons (seasonal peaks, medical leave, special projects etc.) and various hours/shifts; and

On-site: On-site staffing allows hiring managers to have direct contact with the Department of Human Resources.

For questions, contact Jamie Thomas at 478-0520 or jethomas@georgiasouthern.edu.
Top 5 Mistakes Interviewers Need to Avoid

One of the most important decisions a hiring manager will make is selecting the next candidate to become part of a thriving team. The hiring manager’s decision can become an asset or a liability to the team. Here are a few mistakes hiring managers need to avoid in the interview process.

Lack of knowledge of what’s needed to excel in the job.
- Often times, hiring manager overvalue knowledge of a specific skill or knowledge (knowledge of a software program) and don’t put enough value on essential qualities (critical thinking, time management or initiative) that are harder to develop

Asking the wrong questions.
- Scholars would say the best way to predict how people will act in the future is to find out how they have acted in the past. Interviewers may ask how a candidate might supposedly handle a difficult situation. For example, they’ll ask, “How would you handle a difficult customer?” Instead, a good interviewer should ask, “Tell me about a time you had to handle a difficult customer. How did you approach it? What was the result?”

Not probing enough.
- Habitually, interviewers ask a question and then move right on to the next topic. A good interviewer should probe because they’ll learn more by getting into the specifics. The goal is to get beneath the surface into how a candidate actually worked. Examples of follow-up questions are: “That sounds interesting. How did you approach that? Was it successful? What was the biggest challenge? How did you deal with that? What happened then?”

Talking too much.
- During the interview process, the interviewer is expected to provide as much information about the job and company’s culture to the candidate as possible. However, spending too much time on other topics may steer away from the most important objective, the qualifications of the candidate. A good rule of thumb is the candidate should talk 80% and the interviewer 20%.

Not “wooing” strong candidates.
- Interviewers often feel that they’re the only one that have options and don’t consider whether the company is coming across as an appealing place to work. Great candidates have prospects, and if an interviewer is ill prepared, rude or inconsiderate, that offer might not be accepted. Some candidates may even choose a lower-paying job over one where they think they won’t be treated well.

For more information about interviewing, contact Jamie Thomas at (912)478-0520.

Workforce Planning

Successful workforce planning not only requires an effective applicant selection process, but a strategically sound retention plan. Time and time again employers invest valuable resources into attracting top notch applicants, selecting the best candidate to fit the needs of the organization, seating that successful candidate in the position… and then plunk! – rest on their laurels – content with a well-executed recruiting and hiring process.

Now that that employee is in the position, what will it take to entice the talent to perform to the highest potential to contribute to the success of the organization, and more importantly, to remain loyal to the institution? Employers should be mindful that the competition that covets thy neighbor’s best talents lie in wait to snatch them away. And many times, the underutilized, undeveloped, underpaid, uninspired talent heads for the hills with the good health and success of the organization in tow.

At their best attentive employers attempt to lock talent in with efficient retention strategy beginning with orientation and onboarding to get the employee acclimated to the position and the environment. Again, those are just the ground floor of a strategic retention plan. According to the Society for Human Resources Management, retention strategy should also consist of “clear and consistent job expectations, clear and fair supervision, training and development, adequate resources, growth and promotional opportunities, recognition, respect and perceived equity.”

For more information about workforce planning, contact Nancy Whitfield at (912)478-0628.
Will you be vacationing in Florida this summer?

Don’t forget about your Eagle Perks discount on tickets to

**Walt Disney World!**

These are examples of prices quoted as of May 1 for dates during the month. At anytime, you can check prices by entering your Faculty/Staff ID number and selecting dates on the website.

<table>
<thead>
<tr>
<th>Ticket Description</th>
<th>Gate Price</th>
<th>Savings</th>
<th>Your Price</th>
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<td>$258.80</td>
<td>$73.04</td>
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<td>2-Day College Days Premium Package</td>
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Simply go to [jobs.georgiasouthern.edu/facultystaff/perks](http://jobs.georgiasouthern.edu/facultystaff/perks) and look under the amusement park tab. You will see the link to Disney along with other vacation hotspots.

If you need a hotel, be sure to view our link to Orlando Vacations or our other lodging options.
Behind you all the way

ConditionCare

If you or a family member suffers from a chronic condition, our ConditionCare program may be able to improve your overall health. After all, we’ve already helped thousands of people deal with asthma, chronic obstructive pulmonary disease (COPD), diabetes, heart failure and coronary artery disease (CAD). By participating in our free program, you can get the tools and information you need to manage your symptoms. For instance, you’ll receive:

- 24/7 toll-free access to a registered nurse who will answer your questions and provide the latest information about your condition.
- A health evaluation and, if needed, follow-up consultations.
- Educational materials on prevention, self-management and lifestyle choices that can help you feel better and get more out of life.

Call ConditionCare toll-free at 800-785-0006 to see if we can help you.

MyHealth Coach

Could you use some cheering on to achieve your health goals? Many people find that it helps. That’s why MyHealth Coach offers one-on-one professional assistance to help you be your healthy best.

Once you’ve enrolled in the program, you and your family members can access a health coach who helps you and/or your covered family members understand your benefits, get access to care and seize opportunities to feel better every day.

Whether you are looking to lose weight or lower your stress level, MyHealth Coach has strategies to help. If you’re about to have surgery, a nurse with MyHealth Coach can help you prepare for the procedure and plan ahead for your recovery.

To get started, simply call 800-785-0006.

24/7 NurseLine

If you’ve ever been up at 3 a.m. with a sick child or an illness of your own, then you know that round-the-clock access to health information is vital to your peace of mind and your physical well-being. That’s why we have nurses available to speak with you about your general health issues any time of the day or night. Call us toll-free at 800-785-0006 to get information and support whenever you need it.
Why Meditate?

Do you ever feel as though you have so many thoughts you don’t even know where to start? Do you sometimes allow yourself to get upset about “the little things”? If you answered yes to these, a clear mind is a more productive mind and who among us doesn’t want to be more productive? A clear mind is also a peaceful mind. We begin to enjoy the things we are involved in more fully. Meditation is not religious. It can be practiced as part of a religion or not. It is about being quiet, centering yourself, and creating awakening. Meditation can be done individually or in a group. The University Wellness Program is offering Meditation on Fridays at noon in Library 1300. One participant says “each time I attend meditation it contributes a great deal to my mental and physical wellness. I enjoy being able to leave with a feeling of relief and a clear mind.”

The University Wellness Program is starting a Faculty & Staff focused Wellness Blog. We will give you information on how to improve your personal well-being weekly. Topics will include worksite wellness, stress management, and weight management tips among many others. Follow us at gsuworkwell.wordpress.com to find out how we can help you be the best YOU!

Visit us @ recreation.georgiasouthern.edu/wellness/ for more information!

Like “WellnessGSU” on facebook!