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HOW TO PROTECT YOURSELF DURING THE SUMMER

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Summer is here!

Now that summer is upon us high temperatures and humidity can place special stresses on the body, especially since we tend to spend more time outdoors during warmer weather.

Dehydration often results because people tend to wait until they feel thirsty before drinking, but if you wait until you're thirsty ...it may be too late.

By the time you feel thirsty, your body has already lost a great deal of fluids and may even be dehydrated. Dehydration is a serious problem. It can cause fatigue, headache, lightheadedness, weakness and it may increase the risk of heat-related illnesses.

Tips for getting enough fluids

- * Keep a glass or bottle of water with you during the day so you can sip from it often. When you travel, bring your water bottle along. Remember, if you drink from a bottle, thoroughly clean or replace it often.
- * Drink cool water because it's absorbed faster, and you'll usually drink more because it tastes better.
- * Drink more water, milk and juices and fewer soft drinks.

 When working or exercising strenuously, a sports drink may be useful for replacing lost electrolytes and providing carbohydrates for energy. But because they add calories, they

- are not recommended as a major part of daily fluid intake.
- * Drink even when you don't feel thirsty! When exercising or doing other hard physical labor, drink water every 15-20 minutes, even if you're not thirsty.
- * Increase your fluid intake if your diet is high in fiber, protein or salt.
- * Some beverages, especially those containing alcohol, my lead to loss of water in the body.

(Adapted from LSU AgCenter Research & Extension)



Welcome new employees



William Bittinger—Custodial & Housekeeping Services

Nicole Bollinger - Learning Center

Angelo Craig — Academic Success Programs

Justin Elbel—Resources Management

Paul Gabert - Custodial & housekeeping Services

Brian Hancock—Custodial & Housekeeping Services

Donna Riley—Custodial & Housekeeping Services

Sarah Stokely—Academic Programs & Services

William Yost—Dean of Students



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Ownership Wins Every Time!

Do you know what traits or characteristics most employers would like to see in their employees? Attitude and a few others are up there, but you'll notice without fail **OWNERSHIP** wins.

OWNERSHIP means different things to different people. If we take the word **OWNERSHIP** and label a thought to each letter, you will get something like this:

Operate as though it's your business. Take responsibility. There's no "It's not my job" in ownership. There's only "I will help you."

Walk in the customer's shoes. That's the best way to be sure you understand what's going on and to help. Pretend it's you calling in and needing the assistance. What if this happened to you?

Never say "NO." That's right, even when you're not able to help or even when the situation is hopeless (and let's hope it never gets to that). The word NO is offensive, abrupt, unfriendly, overused and tired. There are a dozen positive alternatives we can use to let the customer down gently. To offer a few: "I wish we could" or "Let me double check on that" or "I'm going to take some time and see if we can work this out." Bottom line, offering NO at the top of your conversation is useless.

Empowerment is strength. Having employees empowered to assist by themselves is a strong motivation to do well. The worst they can do is make one mistake. Normally easily corrected and then move forward. Empower your folks!

Resolution. Sticking with the issue until it is resolved. No matter how many phone calls, how many times we re-check something; it's not over until it's fixed. Resolved! The mentality needs to be: "Your issues are our issues."

Sending confirmation of the resolution. This is so important. If something gets fixed or resolved and the customer isn't made aware of it, they can still be upset. The other day we were to have been issued a credit from an airline. We never heard from them. After a third call from my husband to the airline, we were told, "Oh, that credit was on your bill a few months ago." But no one bothered to let us know it was coming or that it had been done. Send confirmation or call! Then close the issue.

Happiness is key. Happy people love to help. That's a fact. And your customers love to be helped by happy people. That's another fact. They can even make the bitter better. (Say that three times!) Walk into your job HAPPY!

Integrity. This is non-negotiable. Having integrity is a huge part of ownership. Do what is right ALL the time. And remember, having the right to do it doesn't always 'make it right.' Integrity!

Personal commitment. Each and every person helping a customer needs to make their own personal commitment that they will take ownership. No more, "It's not my job." No more, "I wasn't here when it happened." No more, "I don't know anything about it."

Nancy Friedman, The Telephone Doctor



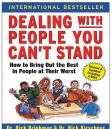
"Customers don't expect you to be perfect. They do expect you to fix things when they go wrong"

> -Donald Porter VP British Airways -



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The 10 Most Unwanted Behaviors



TONAL BESTSELLER Dr. Brinkman and Dr. Kirschner, authors of the best selling book "Dealing with People You Can't Stand", identify 10 challenging behaviors that represent normal people at their worst:

The TANK—Pushy and ruthless, loud and forceful, or with the quiet intensity and surgical precision of a laser, the Tank assumes that the end justifies the means. If you are in the way, you will be eliminated.

<u>The SNIPER</u>—This covert operator resents you for some reason. Instead of getting mad, he or she gets even by identifying your weaknesses and using them against you, through sabotage, gossip and put downs.

The GRENADE—This person explodes in tantrums that seem disproportionate to the present circumstances, sending others ducking for cover and wondering what it's all about. The KNOW-IT-ALL—This person knows

98% of everything. (Just ask!) Know-It-Alls will tell you what they know-for hours at a time!but won't take a moment to listen to your "clearly inferior ideas."

The THINK-THEY-KNOW-IT-ALL—

Although these people don't know that much, they don't let that get in the way. If you don't know much about what they're talking about, they may mislead you into trouble or throw a project off track.

The YES Person—Quick to agree, slow to deliver, the Yes Person leaves a trail of unfulfilled commitments and broken promises. Although they please no one, Yes People over-commit to please.

The MAYBE Person—When faced with a crucial decision, the Maybe Person keeps putting it off until it's too late. Finally, there comes a point when the decision makes itself. Then it's nobody's default but his or her own.

The NOTHING Person—You can't know what's going on because the Nothing Person tells you nothing—no feedback, verbal or nonverbal. The NO Person—This person says, "Every silver cloud has a dark lining" and "I'm not being negative, I'm being realistic." Doleful and discouraging, the No Person drives others to

The WHINER—These people wallow in their woe, whine incessantly, and drag others down with the weight of their generalizations that nothing is right, everything is wrong, and it's always going to be that way unless you do something.

Knowing how you can deal with each challenging behavior will help you bring out the best in people. The Human Resources Department will offer the workshop "Dealing With Someone You Can't Stand" in early August 2012. Watch for upcoming details.



"When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion."

- Dale Carnegie -

RUNNING 101 🦨



despair.

- Highmark is pleased to offer Running 101, a 10-week physical activity program that provides the tools and support to help participants train and complete a 5k race.
- Getting started is easy. Register for a training start date. Select a training option. Make a commitment.
- Visit www.highmark.com/ running 101 for more information or to register.



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Ten Tips for Navigating Change

Change is a common part of life, but change—even positive change—can be stressful and stress can cause a person to feel anxious, uncertain or overwhelmed. Understanding how change causes stress, learning the common signs of stress and the stages of change, and practicing simple stress management techniques can help you mange change. Here are some tips:

- 1. **Remember that change is a part of life**. Accepting that change happens throughout life can help you maintain a positive perspective during periods of changes. Find comfort in the changes that you managed earlier in your life.
- 2. **Be optimistic**. Look for the advantage in changing. An optimistic outlook makes it easier to navigate change.
- 3. **Take care of yourself**. Take time to rest and eat well. Avoid drugs and alcohol. Exercise can help, as can taking part in activities that you like. Recognize your feelings. Give yourself time to mourn losses.
- **4. Keep things in perspective.** Think about the change in a broader context and keep a long-term perspective. Avoid blowing the event out of proportion.
- 5. **Take decisive action**. Act on negative situations instead of detaching from your problems and wishing they would go away. If change seems too big, take decisive action one step at a time by breaking it down into more manageable pieces.
- Experiment with small changes. Practicing with small changes like taking an alternative route to work, or trying a different kind of food can prepare you to deal with larger changes.
- 7. **Discover something about yourself**. Change always provides an opportunity for self-discovery. Stop and reflect on your experience. You may discover a hidden strength, develop a better sense of your worth, or appreciate life more.
- 8. **Build a support network**. Family, friends and colleagues can be of great help when a stressful change occurs.
- 9. **Get help from support group**. By sharing information, ideas, and emotions with people going through the same changes as you, you can get comfort and feel less alone. Reading books by people who have successfully lived through adverse situations similar to yours may help too.
- 10. **Get help from a mental health professional**. A counselor can help you develop a better perspective on change, and make decisions abut how best to move forward. Talking with a mental health professional can be especially helpful if you're feeling overwhelmed by change.

Life Balance—SEAP Newsletter (July 2011)

SEAP

Call toll-free (800) 692-7459 (800) 824-4306 TDD

www.liveandworkwell.com access code: Pennsylvania

or log on to

Resources

United Behavioral Health

www.liveandworkwell.com

- Visit the Life Stages Center for resources and assistance to successfully navigate your life change. Just click on the life-changing event that you're experiencing.
- Visit the "Coping with Stress" Life Stages Center for strategies and resources on how to minimize stress during the change you're experiencing.



SEAP—State Employee Assistance Program

General Session

Tuesday, July 24, 2012 Library 106

9:00 a.m.—10:00 a.m. or 1:00 p.m.—2:00 p.m.

Want to learn more how SEAP can help you with Counseling, Legal Advice or Financial Advice? Sign up to attend the workshop by calling Nipa Browder at extension 3110.

Supervisory Skills through the Use of SEAP

July 20, 2012

9:00 a.m.—12:00 p.m.

Library 106

This workshop is intended for those who have a supervisory role. The session will offer detailed information about supervisory roles and responsibilities and other significant aspects and resources of the SEAP program. Please contact Nipa Browder at extension 3110 to sign up.