

# HR Update

Fall 2013

## What does it take to be a happy manager in a bad economy?

It takes three things: strategic thinking, emotional intelligence and a passion for helping people do their best work, even in the face of diminished resources.

When managers think strategically, they are able to look at bigger picture goals and determine which of the many demands on their time they will make a priority.

With emotional intelligence, they can help their teams recover from setbacks and frustration while using targeted feedback to encourage their progress. Remember, feedback is a renewable resource that costs managers nothing and pays great dividends.

And that passion? It transforms them from yesterday's parental-type supervisors into what we believe today's best bosses must be: agents. Employees want to work for someone who approaches them as an agent would: "Sign on with me and I'll help you get to where you want to go. I'll be honest about your strengths and weaknesses. I'll guide you so you'll build a track record that serves you well here or wherever life takes you.

Jill Geisler, author of "Work Happy: What Great Bosses Know.



## **Employee Recognition Program**

Each year, the University takes time to acknowledge exceptional individual and/or group contributions to the University or surrounding communities.

This year's deadline for nominating individuals or groups for a recognition award is November 12, 2013.

All non-instructional staff and administrators (excluding management) of the University, the SU Student Services, Inc., and the SU Foundation are eligible.

Services or actions nominated should fall into at least one of the following areas: innovative idea, team effort, problem solving, customer service and community/ volunteer services. Nominations may be submitted by any staff member, supervisor, administrator or manager. Completed forms should be forwarded to the Human Resources Department. All completed forms will be presented to the committee which is comprised of a cross-section of non-instructional staff members and managers.

The nomination form may be obtained from the Human Resource Department or from the website <a href="https://www.ship.edu/HR/Forms">www.ship.edu/HR/Forms</a>.

Please contact Nipa Browder at extension 3110 for any question regarding the program.



"Do you want to know who you are? Don't ask. Act! Action will delineate and define you."

- Thomas Jefferson

### In This Issue

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# Killer Words of Customer Service



#### **Are You Driving Your Customers Away?**

A recent Telephone Doctor survey revealed these common sayings to be Killer Words of Customer Service. These Killer Words will distract your customers and potential customers away from the real point of your conversation.

So best we eliminate them from our routine. It's not easy to do. If it were easy to do, everyone would be doing it...and we know everyone isn't doing it.

Remove these Killer Words from your vocabulary and watch your customer interactions improve.

1. "It's not our policy."— Ouch! Okay, okay, most every company has policies and it's something we need to deal with on a daily basis I'm sure. What we realized was it's not necessarily the policy that's frustrating, it's blurting out first and foremost, "It's not our policy" or in some cases it's "their" policy.

The policy needs to be rephrased so that it starts off in a more positive way. We like to say "rejecting gently." And rephrasing policies are a good way to explain what's not gonna happen.

Next time you find yourself saying, "That's not our (their) policy." Stop. Regroup and reword. Buffer it with, "Let me see what we can do. Normally the policy of that company doesn't allow last minute changes. (The request MUST be stated so the customer hears that you're going to go to bat for them.) However, we can sure tackle this."

What happens here is sometimes when we go back on behalf of the client, it works. And then sometimes it doesn't. But at least we double checked. And we didn't just slough it off with, "I'm sorry. It's not our/their policy."

2. "Our computers are so slow." – Big excuse. Everyone's computer runs slow every once in a while. When you complain about your computer it's as though, you're complaining about your company. That's how it's perceived. And perception is reality. Take the time to say, "This might take a bit longer than I'd like it to. Tell me about..." and then ask a benign question that will take time and let the customer talk.

While most people do understand slow computers, they don't like it. It kills the conversation.

3. "Calm Down." – Oh man does that make the hair on the back of their neck stand up. In any movie or TV show I've watched lately when someone is told to "calm down," the next words are, "Don't you tell me to calm down."

There are times when the client may need to vent. Your job is to listen and come in at the appropriate time with sympathetic and empathetic wording. Instructions on how to handle something is one of the last things they need. Get rid of "calm down."

4. "No Problem." – And they're thinking, "When was I a problem?" Believe we can thank the 'islands' for this one. When we take a cruise and ask for anything, what's the first thing the waiter says? Right, "no problem."

Well on the cruise it may be ok; however, back home it should be "you're welcome," "my pleasure," "happy to help," and a host of other ways to let the customer know you're glad to do that.

No problem appears to be a big problem with your customers. Lose it. It kills the conversation.

5. "Yes, but..." – Hmm what's wrong with that? We all say it. Well, what's wrong with that is the minute we say "yes, but," the client knows something negative is coming.

If you have ever said, "I love you so much, but..." There's a condition coming, isn't there? Here's one way to change that: "Yes, we can do that. There is, however, a \$50 additional fee." Doesn't that sound better than, "Yes but..."?

Most people have phrases and pet peeves which aggravate them. Keep a list of your killer words (along with ours) and make an effort to avoid them.

(Nancy Friedman, the Telephone Doctor)



# **Welcome New Employees**

April Ashway-Railing—Small Business Development Center

Eric Barr—ROC Planning & Design

Colleen Bowman—Custodial & Housekeeping Services

Victoria Buchbauer—Career Development Center

Amber Heaton—Admissions

**Kevin Klein—University Communications & Marketing** 

**Bryan Learn—Computing Technologies Center** 

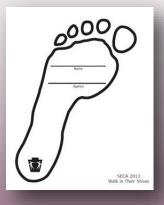
**Brandy Linn—Teacher Education** 

Leo Lutz—Center for Juvenile Justice Training & Research

Kathy Witmer— Custodial & Housekeeping Services







# **State Employee Combined Appeal**

The State Employee Combined Appeal (SECA) is the Commonwealth's annual combined charitable giving campaign for employees. The annual campaign, which runs from September through early November, gives employees the opportunity to donate by signing up for payroll deduction, contributing via check or money.

The eight umbrella organizations that participate in SECA are:

- America's Charities
- Christian Service Charities
- Community Health Charities of the Northeast
- Global Impact
- Independent Charities of America
- PennFuture
- United Negro College Fund
- United Ways of Pennsylvania

www.seca.state.pa.us/



















- Q. A flu vaccine can't give you the flu.
- A. The flu vaccine cannot cause illness. The viruses in the vaccine are either killed (flu shot or weakened (nasal spray vaccine), which means they cannot cause infection.
- Q. The "stomach flu" and influenza are the same thing.
- A. Stomach flu" is a popular term for stomach or intestinal disease, whereas the flu is a respiratory (lung) disease. People who have the flu often feel some or all of these symptom: fever, headache, extreme tiredness, dry cough, sore throat and muscle aches. Nausea, vomiting and diarrhea also can occur with the flu, but are more common in children than adults.
- Q. Getting a flu vaccine in December or later is not too late.
- A. CDC recommends that people get vaccinated as soon as vaccine becomes available and that vaccination continue into December, January and beyond. Influenza activity usually peaks in February most years, but disease can occur as late as May.
- Q. People should be vaccinated against the flue each and every year.
- A. True. CDC recommends yearly vaccination for two reasons. First, new flu vaccines are made each year and often updated to fight against the three influenza viruses research suggests will be most common. Second, immunity declines over time, so a yearly vaccination is required for optimal protection.
- Q. Washing your hands is the best thing you can do to protect against the flu.
- A. CDC recommends a flu vaccine as the first and most important step in protecting against the flu. However, preventative actions like covering your cough and washing your hands often are important everyday steps that can help stop the spread of germs.
- Q. The flu is typically spread through coughs and /or sneezes.
- A. Flu virus is mainly spread through droplets from coughs and sneezes.
- Q. The flu is not a serious illness.
- A. Flu is a serious contagious disease that causes illness and related hospitalizations and deaths every year in the United States. Flu seasons can vary in severity. Over a period of 30 years, between 1976 and 2006, estimated of flu associated deaths range from a low of about 3,000 to a high of about 49,000 people.
- Q. The flu vaccine is available as a hot or a nasal spray.
- A. Flu vaccine is also available as a nasal spray (brand name FluMist). The nasal spray flu vaccine is an option for "healthy" people 2-49 years of age who are not pregnant. "Healthy" indicates people who do not have an underlying medical condition that predisposes them to influenza complications.
- Q. You can spread the flu to others before you have symptoms.
- A. Most healthy adults may be able to infect others beginning 1 day before symptoms develop and up to 5-7 days after becoming sick. That means that you may be able to pass on the flu to someone else before you know you are sick, as well as while you are sick.
- Q. There is no treatment for flu.
- A. There are prescription medications called "antiviral drugs" that can be used to treat the flu. Antiviral drugs are pills, liquid or an inhaled powder that fight against the flu in your body. The antiviral drugs recommended now are oseltamivir (Tamiflu) and zanamivir (Relenza). Antivirals are not a substitute for getting a flu vaccine. A yearly flu vaccination is the first and best way to prevent influenza.

http://www.cdc.gov/flu.