



HR Update

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Safe Summer—Extreme Heat and Your Health



STAY COOL.

Keep your body temperature cool to avoid heat-related illness.

- Stay in air-conditioned buildings as much as possible.
- Find an air-conditioned shelter.
- Do not rely on a fan as your primary cooling device.
- Wear lightweight, light-colored clothing.
- Take cool showers or baths.
- Check on those most at-risk twice a day.



STAY HYDRATED.

Because your body loses fluids through sweat, you can become dehydrated during times of extreme heat.

- Drink more water than usual.
- Don't wait until you're thirsty to drink more fluids.
- Drink from two to four cups of water every hour while working or exercising outside.
- Avoid alcohol or liquids containing high amounts of sugar.
- Remind others to drink enough water.



STAY INFORMED.

Stay updated on local weather forecasts so you can plan activities safely when it's hot outside

- Check local news for extreme heat alerts and safety tips.
- Learn the symptoms of heat illness (Heat Exhaustion or Heat Stroke).



CDC—Center for Disease Control and prevention

How Well Do You Treat Your Internal Customers?

If your organization's goal is to deliver an excellent customer experience, you must first embrace the concept of internal customer service. What is happening on the inside of the organization will define the type of customer experience that is presented to the outside. The organization's culture must form a firm foundation for customer service.

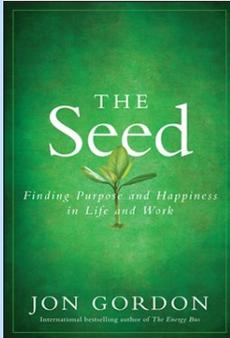
External customers can choose a company to do business with. Can internal customers decide who they want to do business with inside the organization? Realistically, probably not. Employees have to work together for the organization to function.

So, what happens when an internal customer is not happy with the type of treatment (internal customer service) that he or she receives? If the employee seeks a solution to the problem but it is not resolved, the only other choice may be leaving the organization, just as a customer who is unhappy with the customer service might decide to do business with a competitor. An unhappy internal customer may decide to go work for the competition—or any other organization—if the opportunity arise.

Employees are drawn to other organizations by the prospect of new positions that are more fulfilling and rewarding. How much time and money would your organization save in the long run by having a low turnover rate?

Most internal customers really don't have a choice, but if they did, would they choose to do business with you?

The Grass Isn't Greener



**"Most folks are as
happy as they make up
their minds to be"**

-Abraham Lincoln-

We often think that the grass will be greener somewhere else. We believe we'll be happier and more successful anywhere but where we are. And so we pursue happiness. And chase success.

Thinking one day we will magically find them. But rarely will we find happiness and success by seeking them.

I've learned if you want success you can't chase it.

Instead you must decide to make a difference where you are... *and success will find you.*

I've learned if you want to find happiness don't seek it.

Instead decide to work with passion and purpose... *and happiness will find you.*

Happiness is a byproduct of feeling fulfilled.

The key to experiencing real success and true happiness is to be [The Seed](#) and plant yourself. When you plant yourself where you are with a passionate desire to make a difference you'll grow into the influencer you were born to be.

When you serve in small ways you get more opportunity to serve in bigger ways.

Too many people want instant success and gratification right now! Too many athletes want to be traded because think they'll be more successful on another team. Too many employees complain that their co-workers aren't working hard enough and this affects their own performance. Too many sales people compare themselves to others and become frustrated and disengaged. Too many people worry about what everyone else is doing instead of focusing on what they are doing. Too many people run from challenges instead of developing stronger roots.

If you are like me, you've been one of these people. Most of us have at one time or another. It's human nature after all.

That's why I want to encourage you to remember that your job is *not* to worry about things you can't control.

Your job is *not* to run away from where you are in the hope of finding greener pastures.

Your job is to plant yourself each day and be the best you can be and bring out the best in others.

Your job is to grow yourself and grow others.

When you do this and allow yourself to be used for a greater purpose, a greater purpose will move through you and bring greater opportunities, greater success and greater joy and happiness to you.

The greenest pasture is not somewhere else. It's the place where you plant yourself and grow into the leader you were born to be. When you do, you'll produce an abundant harvest filled with real success and true happiness.

Five Easy ways to boost your energy levels

Want more energy? Who doesn't? We'd all like to be able to do more and feel better doing it. Fast-fix energy drinks aren't the answer, despite what TV ads tell you. The key to boosting energy is making healthy, lasting lifestyle changes. Here's a quick rundown on ways to keep from feeling run down:

1. **Move more.** In the short term, increasing physical activity to increase energy seems counterintuitive. In the long term, it works. You don't have to be a marathoner to see benefits. Just start where you are and do more. If you don't exercise, walk around the block and gradually work up from there. Your goal should be to get 30 minutes of brisk activity on five days a week for a total of at least 150 minutes per week. You don't have to do all 30 minutes at once. Three 10-minute hikes in a day works too. If you try to do too much too fast, you might get hurt, so start slowly and stick with it.
2. **Eat Smart.** Eat a variety of fresh fruit and veggies; the vitamins and minerals they contain are good for your body. If you need a quick snack during the day, keep a serving or two of your favorite fruit or vegetable handy wherever you are. Avoid big meals with too much salt, sugar and saturated fat; high-calorie foods with very little nutrients can leave you feeling groggy. Eating smaller amounts and more frequent nutrient-rich meals will help balance your blood sugar levels over the course of the day, helping you feel more alert and energetic. Whole grain fiber-rich foods are a great filler-upper. Fiber causes food to stay in

your stomach longer, so you feel full longer than with quick fixes like coffee, high-calorie energy bars and candy—which rely on caffeine and sugar—and can lead to feelings of energy spikes and crashes. Drink lots of water, too. Dehydration reduces energy levels.

3. **Sleep.** How much is enough? Each person is different. Most adults need around seven hours, but you may need more. You need quality sleep, too. If you have sleep apnea, a condition that causes you wake up many times during the night, you won't get the quality sleep you need and may feel sleepy all day.
4. **Lose a few.** Carrying around extra pounds saps energy. It creates extra work for your heart and can raise blood pressure, too. Increasing your physical activity and eating a healthier diet to burn more calories than you take in is the way to go. Steer clear of fad diets; they don't work.
5. **Lighten up.** Stress is an inevitable part of life. That's why learning to manage is important. Successfully managing stress means keeping a positive outlook and a healthy lifestyle, which helps fight energy-sapping depression. To take care of yourself, try taking regular physical activity breaks, meditating, taking time off and doing things you like. Avoid unhealthy ways to manage stress, including smoking, drinking excessive amounts of alcohol, overeating and relying on stimulants.

American Heart Association.



Welcome new employees

Lindsey Hobson—Dean of Students

John Jones—Grant Accounting

Angelo Lee—Admissions

Alexandria Maurizzio—Dean of Students

Angela Noreika—College of Arts and Sciences

Emily Scharen—Dean of Students

MaryEllen Spooner—Dean of Students



Making Time For Exercise is Easy

By now you know that exercise is good for you, and that you should do something on a regular basis. What's the best time for you to exercise? Anytime. Honestly. For example, when you're sitting and watching TV, stretch your muscles. Never stretch so hard it hurts. Rather, stretch to the point of mild tension and hold the stretch for 10 to 30 seconds.

A healthy exercise program includes three kinds of exercise: aerobic activity, muscular strengthening and flexibility exercise. You can start your exercise program without investing in any elaborate equipment. For example, you can do simple exercise at home or at your desk at work, including sit-ups, push-ups and pull-ups. For basic body weight exercises, weight-lifting equipment isn't required. Head for the kitchen and pick up the soup cans you have in the cupboard.

Aerobic activity can be fun

Aerobic activity is defined as prolonged continuous movement of large muscle groups. Translated, that means do something that keeps you moving. Ideally, do it for 20 minutes straight. If you don't have that much time, two 10-minute aerobic activity sessions will benefit you almost as much.

The good thing about aerobic activity is that it includes many of the sports you probably enjoy. Walking, biking, hiking, dancing, swimming, even basketball are all examples of aerobic exercise. Another good thing is that you can easily accomplish those two 10-minute sessions with things like taking the stairs instead of the elevator, walking around the neighborhood after work or parking your car farther away.

Plenty of good exercise all around the house

If you do housework or yard work, you're doing yourself a favor. The stretching and lifting housework entails is good exercise. So is work you do outside. Yard work uses many muscle groups, especially activities like planting and working in the garden. Raking uses your arm and back muscles. Digging gives your arms and legs a workout. And gardening provides a bonus: You'll have more fresh vegetables and fruits to add to your diet.

Is one time better than another to exercise?

It's really up to you. You can exercise in the morning, afternoon or evening. Lunch breaks offer an excellent opportunity to get out of the office and exercise. Use your coffee break to take a short walk around the office. Get rid of the day's stress by fitting in an exercise session after work.

Whatever time you choose, make sure you stick with it. For some people, it's easier to stay with an exercise program when you do it with a friend or co-worker.

Make time to stay healthy

Exercise is one of the best things you can do for yourself. If you're basically healthy, get going right now. If you have any health problems, consult your physician first.

www.liveandworkwell.com



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