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The Human Resource

Human Resources is located in Rankin Hall Room 300

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A NEWSLETTER FROM THE DEPARTMENT OF HUMAN RESOURCES ADDRESSING THE NEEDS OF THE ISU COMMUNITY.

The goal of this newsletter is to provide a tool in supporting the university's mission by providing leadership and service through comprehensive, effective, and efficient Human Resource Management for the students, faculty and staff.



By Roxanne Torrence, Support Staff Council Chair

Visit the Support Staff Council Website @:
<http://www.indstate.edu/ssc/>
for more information!

First of all, I would like to say that my thoughts are with the entire campus, especially those that have been affected by the reductions due to the recent budget cut.

In December, the Board of Trustees approved the revisions to the Council by-laws. These revisions will include representation of administrative and professional staff. I appreciate the work of all who were involved these revisions. I would like to personally thank the following members of the Staff Council Committee for their work on the revision: Co-Chair - Louise Jackson; Fellow Council officers – Kelly Hall, Theresa Ortega and Leslie Krockenberger; Dave Taylor, Rex Kendall, Janis Halpern, Mark Schaffer and Debbie Nelson. A great deal of work went into the new bylaws and I would like to thank these individuals for their hard work and dedication to get these brought forward in a timely manner. The Council will begin the election process to take place in March that will include electing exempt staff to the Council.

With the universities budget situation and the many rumors that have been circulating, I would like to thank President Bradley, Diann McKee and Wil Downs for their prompt response to the many emails and phone calls they have received from me. Your openness and sincerity is very much appreciated. I would also personally like to thank the Council Representatives for their support they have shown towards me and their constituents. I would also like to thank Dr. Steve Lamb, Faculty Senate Chair, for his support and guidance over the past few months.

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How to stop bad manners from ruining your relationships at work

By Sara Eckel; contributing writer for Forbes Woman Magazine



Good business etiquette doesn't mean formality. It's all about steering clear of bad manners. Taken individually, the following office infractions seem minor. Put them together and they're a recipe for ruining your relationships at work. First up is...

1. Putting "PDAs" Before People

Christine Pearson, co-author of *The Cost of Bad Behavior*, says that gadget-induced (that word might be offensive to some readers) absorption is the No. 1 complaint she hears from office workers around the globe. "Most people find texting and e-mailing in meetings really offensive. The irony is, most of these same people admit that they do it," she says.

2. Eating Smelly Food

Why should anyone mind if you have a little microwave popcorn in the afternoon? No reason--unless you're filling the office with the scent of burnt kernels every day at 3 p.m.

3. Holding a Meeting in the Hallway

Yes, it is lucky that you bumped into Beth because you had that question you've been meaning to ask her. But be aware that your colleagues are working--and, unlike you, aren't interested in Beth's take on last week's strategy session.

4. Write in Text Speak

Don't expect the client to LOL when you write CUL8R. Sarah Place, CEO of Place Trade Financial, once received a cover letter that was nearly 50% in text-shorthand. "While I am certainly hip to getting my message out in 140 characters or less, I immediately thought OMG, either this person is ill-mannered, clueless or has absolutely no desire to get an actual job," she says.

Thinking “Happy Thoughts” at Work



Submitted by Linda Brewer, HR Recruiter from an article By SUE SHELLNBARGER

Like many workers, Ivelisse Rivera, a physician at Community Health Center, Middletown, Conn., feels stressed-out by mounting workloads. And she didn't expect to get much help during her employer's annual staff meeting last November—just the usual speeches on medical issues. Instead, she got a big dose of something new: Happiness coaching. Keynote speaker Shawn Achor—a former Harvard University researcher and former co-teacher of one of the university's most popular courses, Positive Psychology—extolled 90 listening employees to shake off dark moods at work by practicing such happiness-inducing techniques as meditation or expressing gratitude.

To her surprise, Dr. Rivera says, she drove home filled with thoughts about cheering up; "if I assume a negative attitude and complain all the time, whoever is working with me is going to feel the same way."

Happiness coaching is seeping into the workplace. A growing number of employers, including [UBS](#), [American Express](#), [KPMG](#) and the law firm Goodwin Procter, have hired trainers who draw on psychological research, ancient religious traditions or both to inspire workers to take a more positive attitude—or at least a neutral one. Happiness-at-work coaching is the theme of a crop of new business books and a growing number of MBA-school courses.

Critics say that pushing positive thinking is just a way for companies to improve morale while they continue to burden employees with the threat of layoffs and an ever-increasing workload. Some critics blame "positive thinking" for enabling people to avoid confronting a wide range of serious problems in the economy and workplace.

Still, there's no doubt that workers could use a little cheering up. Employee satisfaction has hit the lowest level in the 22-year history of the Conference Board's annual survey on the topic. Only 45% of U.S. workers are satisfied with their jobs, down from 52% in 2005 and 61% in 1987, says this 5,000-household study. Mr. Achor describes one employee audience he encountered at a big banking concern as "ashen-faced and anxious."

Research shows that employees' positive attitudes can be good for business, too. A 2004 study of 60 business teams in the journal *American Behavioral Scientist* found teams with buoyant moods who encouraged each other earned higher profit and better customer-satisfaction ratings. A 2001 study at the University of Michigan says people who are experiencing joy or contentment are able to think more broadly and creatively, accepting a wider variety of possible actions, than people with negative emotions. And a 2005 research survey in the *Psychological Bulletin* shows happier people miss work less often and receive more positive evaluations from bosses.

Of courses, coaches have long tried to instill proactive skills to help clients extract career or personal success from tough situations. What's different now is the emphasis on inner happiness, and controlling your own mood in the face of turbulence or misfortune.

Indeed, the happiness coaches go beyond traditional positive-thinking approaches, taking new tacks that tend to ring true with workers. Some examples:

- Write e-mails to your co-workers every day thanking them for something they have done.
- Meditate daily to clear your mind.

“Training Tips” - Quick training for people on the go



Submitted by, Scott Walden & Content from the "Training Trends" e-letter from the website: trainingtime.com

The troubled economy is hitting everyone. From groceries to gas, the cost of everything is going up. In the business world, the first temptation is to eliminate or reduce the corporate training program. But to really keep company costs down, you need employees performing at their peak – and that means streamlining. It may be time to rethink the way you train new hires, as well as the tools and techniques you're using to keep employees motivated and productive. Here are some tips on "re-thinking" your employee training strategy:

Conduct training sessions ONLY in a group setting – Instead of individually training employees on tasks, safety procedures, and other aspects of your company's day-to-day business, consider a group session. A training video from your Human Resources Department or free online webinar can be used in a group setting to cut costs and training time without sacrificing quality.

Use skilled employees to train new hires in a mentor program – If you have skilled, experienced employees, tap into their strengths by using them as instructors for newer or less experienced personnel. Be sure you go over the content they'll teach, to make sure it's accurate, so they don't pass on bad habits.

Provide incentives for employee education – Your employees are often the best judge of their weaknesses, so encourage them to seek out educational opportunities online or in the community. Time off with pay to attend classes or small recognition gifts for the completion of a training program or college class are both good ways to acknowledge and support employee development without dipping into your budget.

Make employee training experiential – A hands-on approach to training can reduce unproductive downtime and improve mastery. The traditional classroom model of education has led to an assumption that corporate training also must start with a chair, table and teacher. Replacing this model with on-the-floor learning can cut down on the time it takes to master new processes, allow employees to be productive while they learn, and has been shown to result in enhanced mastery.

(Thinking "Happy Thoughts "at Work continued from pg. 2)

- Do something for somebody without expecting anything in return.
- Write in a journal about things you are thankful for; look for traits you admire in people and compliment them.
- Focus on the process of your work, which you can control, rather than outcomes, which you can't.
- And don't immediately label events good or bad, but remain open to potentially positive outcomes of even the most seemingly negative events.

In Marshall Goldsmith's new book, "Mojo", the respected executive coach emphasizes finding "a positive spirit toward what we are doing now, that starts from the inside," he says. Many companies are trying "to increase employee satisfaction by asking themselves, 'What can we do to make the employee's job more meaningful? How can we make employees happier?'" Dr. Goldsmith says. "My approach is quite different, in having employees ask themselves, 'What can I do to make my work more meaningful? What can I do to make myself happier?'"

To help employees keep tabs on their inner attitudes, Dr. Goldsmith will start offering free software for iPhones and BlackBerries on his Web site next month.

(Support Staff Council continued from pg. 1)

The following pictures were taken from the Cookies with Santa event:



(Cont. on pg.3)

Words for Wellness...

from HR Staff Benefits

Submitted by Scott Walden; Staff Benefits Coordinator & content written by Dr. Maoshing Ni, at Yahoo!health.com.

When the weather gets colder, take some time for yourself to restore your energy. Don't resist the urge to nestle into your snug home; it turns out that the law of nature *requires* you to slow down in the winter. Here are 5 secrets that will preserve your energy, bringing you health and tranquility:

1. Early to bed, rise when the sun is up

Go to sleep early and wait to let the sun bathe the house before rising from bed. Get your "zzz's" in -- at least 8 hours of sleep every night. Try taking a 20- to 30-minute easy walk one hour before you go to bed to improve the quality of your sleep.

2. Be contented

The Yellow Emperor advises us to avoid experiencing excessive emotions in the winter because they drain your energy reserves. Studies show that exposure to sunlight stimulates the pineal gland, which affects the production of other brain chemicals such as serotonin, the neurotransmitter sometimes called the "mood chemical." It can also boost your immune system, waking up the activities of the natural killer cells that patrol our borders looking for intruders and cancer cells. If weather permits, get outdoors daily and let the sun bathe you with its life-giving and spirit-lifting properties. *Even in the winter, avoid overexposure with sunscreen if out in the sun between 10 am - 3 pm.*

3. Nurture energy storage

The three months of winter are when all living things should return home and be conserved. Engage in activities that are in harmony with the energies of winter. In Chinese medicine, the sweat is seen as an escape of yang energy. Nurture your energy reserves by being active in a moderate way. Walking is one moderate activity to keep your energy up.

4. Eat for the season: no raw, cold foods

To keep your health and energy up in the cold months of winter, the Yellow Emperor recommends avoiding cold and raw foods, reducing salt to protect your kidneys, and increasing bitter flavors (like kale, for instance.) So steer clear of raw vegetables, cold salads, and icy cold foods and beverages. Instead your diet should follow nature's menu for the seasons.

5. Avoid coldness and linger around warmth

Dress warmly, paying special attention to your middle. In Chinese medicine, the abdomen is considered the storehouse of the body's energy. Keeping your abdomen warm and protected from weather extremes has immense immunity benefits. A good way to replenish your energy bank is to regularly place a hot water bottle on your middle.



Benefits Briefs...

...News you can use from the ISU Office of Staff Benefits



INFORMATION ABOUT YOUR HEALTHCARE PROVIDERS

Contact Information for Your ISU Plan Health Providers:

If you are enrolled in the health coverage with ISU and you are still having issues receiving your new health cards or have other specific questions regarding coverage, please use the contact information below to have your questions answered by one of our provider experts.

Telephone Numbers:

Cigna (Medical Coverage and Flex Spending Account)	1-800-244-6224
MEDCO (Prescription Coverage)	1-800-711-0917
Delta Dental	1-800-524-0149 or 1-800-292-0626

Websites:

myCIGNA.com

Medco.com

Deltadentalin.com

* **IMPORTANT INFORMATION ABOUT myCIGNA.com:** This personalized website allows you to: Learn more about your plan and the coverage and programs available to you. View claim history and account transactions; print claim forms when you need them. Find information and estimate costs for medical procedures and treatments. Learn how hospitals rank by number of procedures performed, patients' average length of stay and cost. Manage and track your health care finances with the user-friendly Quicken "HealthSM" Expense Tracker. It will also allow you to print a temporary ID card or request a new one.

DON'T FORGET ABOUT STAFF BENEFITS - "4 YOUR BENEFIT"!

Don't forget that the office of Staff Benefits in the Department of Human Resources has a new communication tool that is available to the ISU Community.

"4 Your Benefit" is a weekly communication E-Letter announcing current and future events, benefits programs, and employee wellness reminders.

This one page informational piece is also archived on the Staff Benefits page for access at anytime. Logon to the Staff Benefits page at: <http://www1.indstate.edu/humres/benefitskim.htm> to check it out!

FREE H1N1 VACCINE STILL AVAILABLE!

The Centers for Disease Control and Prevention remind everyone that there is still a substantial risk for a new outbreak starting in February of the H1N1 Virus. The Student Health Center has received a significant supply of H1N1 vaccine - both injections and intra nasal. Vaccines will be provided to students and university employees at no cost.

ISU community members interested in the vaccine need to go to the Student Health Center between the hours of 9 a.m. and 3:30 p.m. Monday-Friday. Those being vaccinated need to bring a valid ISU ID card and wait at the clinic 15 minutes after the vaccine are administered. Anyone under 18 will need to provide proof of parental consent prior to receiving the vaccine.

For more information about obtaining an H1N1 vaccine, contact the Student Health Center at x3883.