

MINNESOTA STATE UNIVERSITY, MANKATO HUMAN RESOURCES NEWSLETTER

WWW.MNSU.EDU/HUMANRES

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WELCOME! TO OUR NEW HR
DIRECTOR, LORI LAMB!



From the Director:

It is great to be at MSU and in the Human Resources Office. I can't believe it's been over two months! It has been interesting, challenging and overall very busy. I have been learning a ton! I thought I would take

this opportunity in the first of many Newsletters to tell you where we see the HR office going in the future by describing some of our key goals for the coming year. They include:

1. Increase the visibility, awareness and use of HR services across campus;
2. Improve communications between HR and constituents (on campus and MnSCU);
2. Improve customer service delivery;
4. Assist in hiring and retaining an excellent workforce for all aspects of the university;
5. Establish an institutional professional development plan;
6. Develop performance management plans and evaluations for all levels of employees;
7. Establish a conflict resolution and management resource for the university.

Some exciting things that are already underway to promote these goals include: HR now reports to the President and is actively involved in all labor relations matters; we will be doing this Newsletter once a quarter to update everyone on issues in the HR office and things employees need to know; we are working every day to improve our work processes, such as timesheets and UPD processing; revitalizing the Employee Recognition Committee; developing a charge for a Presidential task force on Professional Development; providing training programs for managers and supervisors; drafting a performance evaluation instrument for excluded administrators; seeking funding for a conflict resolution/management resource; and more.

Watch out for an HR Survey that will be sent out to ask your thoughts about how HR has performed in the past and what you would like to see in the future.

I look forward to the opportunity to serve MSU as the Director of this office and hope you will help us as we move along our way toward an office that functions at an even higher level.



THE EMPLOYEE BENEFITS OPEN HOUSE WAS A GREAT SUCCESS!

INSURANCE ITEMS

Reminder: The third paycheck in October will not have any deductions for health, dental, life, or disability insurance or pre-tax benefits.

Flu shots: Flu Shots will be available to state employees upon presentation of your State of Minnesota health insurance card. They will be given at MSU in CSU 284 A/B from 7 a.m. to 3 p.m. on Tuesday, October 28, 2003. The flu shot clinics are free and on a "walk-in" basis. You may attend clinics at any available state agency offering the flu shot. For more information visit <http://www.doer.state.mn.us/ei-sehpp/flu/flu.asp>

MSRS and TRA: Both MSRS and TRA now occupy an office at Mankato Place – 12 Civic Center Plaza. Appointments can be scheduled by contacting their toll free number and asking for the Mankato location. Their numbers are as follows: MSRS 800-657-5757 and TRA 800-657-3669.

HINTS FOR ACCESSING PAY CHECK INFORMATION

Signing in: When you sign in to the State of Minnesota Employee Self Service web page to view your pay stub and the message appears that the connection has expired, log off the internet completely, wait, and then try again. If the message still appears, navigate to the Self Service page by using the link on the Department of Finance Home page at www.finance.state.mn.us.

New Password: If you forget your password, click on "Did you forget your password?" to get a new one. Be sure to sign out and close the internet connection, and then go back in and use the new password.

Processing: If you get an incessant *Processing* message, view your browser options settings under the Advanced tab. Be sure that the option that says, "Do not save encrypted pages to disk" is NOT checked. If it is, uncheck it and hit OK. Then try again.

EMPLOYMENT TESTING

Employment testing is offered on Fridays (as needed) from 9 a.m. to 11 a.m. in the Alumni Foundation Building, Room 126. The seven tests offered include: typing, data entry, 10-key, grammar, spelling, math, and word processing. If you think you may be changing positions in the near future, consider testing NOW. To sign-up, contact Wendy Schuller at 2017.

Always Keep your

ON-CAMPUS INFO
Current

<http://www.mnsu.edu/humanres/forms2/OncampusChange.pdf>

You can check your ON-CAMPUS info including mailcode, phone, etc. on the people Finder located on the MSU web page under Directories. If corrections are needed please complete & submit the ON-CAMPUS INFO CHANGE FORM located at the web address listed below.

COMBINED CHARITIES CAMPAIGN

The Minnesota State Employees' Combined Charities Campaign will be held from October 27 through November 7, 2003. Since 1996 Minnesota State employees have invested more than \$8.5 million in their communities. The State employee is an important part of every community where they work and live. As State employees, we can make Minnesota a better place to live when we take advantage of the opportunity to contribute, through payroll deduction, to the Minnesota State Employees Combined Charities Campaign.

Your investment, small or large, makes a difference. You may choose to invest in medical research, the arts, the environment, education, reducing homelessness, community advocacy, social programs and much more through the Minnesota State Employees Combined Charities payroll deduction plan. You may also give a one-time gift to the charity of your choice. This year all pledges will be done on-line using the Employee Self Service Deductions system at www.state.mn.us/employee.

Last year State employees invested \$1 million! Together we can make a difference in our communities. Your pledge is needed "now more than ever."

For information and instructions on how to pledge on-line, watch for the campaign letter and booklet you will receive through campus mail in October or call Therese Mullins at 6942.

WHAT TO DO IF YOU GET HURT

Well, here's the nitty gritty....All employees, including graduate assistants and student workers, who sustain an injury at work, while performing the duties of their position, need to report any incidents or injuries. Incidents or injuries should be immediately reported to their supervisor and to the Human Resources Office for the purpose of preparing a First Report of Injury form.

You can obtain a First Report of Injury form from the Human Resources web site at the following link <http://www.mnsu.edu/humanres/forms2/injuryreportform.pdf>. After you have completed the form either hand deliver the report to HR, WA 325 or fax it to our office at FAX: 389-2960. If you have any questions or need assistance, Diane Roggow will be happy to help! Phone: 389-2016.

TRAINING & DEVELOPMENT

BASIC SUPERVISION SKILLS BASED ON

"EVERYTHING I KNOW I LEARNED IN KINDERGARTEN"

There are far too many laws, rules and regulations for every supervisor to be familiar with. Leave those to the HR and legal professionals. However, supervisors and managers can help avoid or minimize potential legal claims and contribute to a positive working environment by following ten simple rules:

1. Don't make promises you can't keep.
 - a. Before, during or after employment
 - b. Regarding terms or conditions of employment
2. Mind your own business.
 - a. Respect other people's privacy; don't pry
 - b. Don't gossip
 - c. Maintain confidentiality
3. Don't tease.
 - a. Not everyone thinks it's funny
 - b. Avoid morale problems
 - c. Check your actions by how they will be perceived by others
4. Use Your Words.
 - a. Make, communicate and enforce clear rules and expectations
 - b. Document your words
5. Be Fair.
 - a. Be objective and consistent
 - b. Don't overreact (count to 10)
 - c. Turn over to the proper person
 - d. Cooperate, but do not interfere, gossip, etc.
 - e. Review, investigate and verify
6. Don't hit; don't hit back.
 - a. Avoid physical and emotional injuries
 - b. Provide accommodations willingly
 - c. Respect everyone and they will respect you
 - d. Avoid harassment and discrimination
 - e. Do not retaliate
7. Follow the rules.
 - a. Lead by example
 - b. Avoid "if he/she can do it, so can I"
 - c. Treat similar people similarly (but don't treat everyone the same)
8. Accept responsibility.
 - a. Investigate problems
 - b. Take appropriate remedial actions (when appropriate say you are sorry)
 - c. Learn from your mistakes – don't hide them
 - d. Deal with your problems or they just get worse
 - e. Address systemic/cultural causes
9. Be honest.
 - a. Avoid suspicion, paranoia, skepticism – tell the truth or as much of the truth as you can
 - b. Avoid anger induced claims and "whitewash" allegations (usually based on a lack of information)
10. "The Golden Rule"
 - a. Treat other people the way you want to be treated

SOURCE: Jeffrey B. Oberman, Oppenheimer Wolff & Donnelly LLP

OPEN ENROLLMENT DELAYED

The Department of Employee Relations (DOER) announced that Open Enrollment will be delayed until further notice. Open Enrollment is the opportunity we have each year to make changes to some of our insurance benefits and enroll in pre-tax benefits (Dependent Care Expense Account and Medical/Dental Expense Account) for the coming year. Open Enrollment usually takes place during the month of October. DOER will schedule an Open Enrollment period at a later date and will send information at that time. Future updates will be posted on DOER's website at <http://www.doer.state.mn.us> or employees may call the DOER Employee Insurance Division at (651) 296-2457.

LITTLE KNOWN HR FACTS

Since July 1, 2003: We have successfully processed over 790 UPDs, Request for Change Forms, PRFs, PAFs and Article 22/PDPs; Specifically the 651 UPDs each of which have approximately 144 fields. That is potentially 93,744 pieces of information for just the UPDs alone.

Over the past year we logged in 2,391 plus documents equaling 16,737 pieces of information. We have also entered 122 NEW people into SCUPPS which has over 170 data fields for each employee. This comes to 20,740 pieces of information.