

# HR Focus

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### "What you do is critically important. Who you do it for is vital"

Have you every asked yourself who your customer is within the district? Heck, have you ever thought about internal customer service and were it lies within the mission of what we do each day? How we serve each other should drive our daily work and be at the heart of what drives our district.

You can read books, articles and attend seminars on delivering external customer service. This article is about providing exceptional internal customer service.

Internal customer service is the service we provide fellow employees and other departments within the district with whom we work to get our jobs done. It is what we do when a coworker asks for information they need to complete the main task for the day; it is what we say when someone from a school has a need; it is how we greet each other when we walk into each other with an "I need something from you" expression on our face.

All these things can be seen as interruptions that take us away from our "real" jobs, yet they are critical to our districts success. If you see a gap between your "real" job and the needs of others in the district, you need to rethink what your real job is. In helping others in the district, you help students succeed. Exceptional internal customer service improves morale, productivity, employee retention, external customer service and, ultimately, increased test scores. It doesn't matter how or where you fit in the big puzzle within the district. If you provide exceptional internal customer service, student test scores will increase.

Here are a few tips you might ponder about creating an atmosphere of sharing and helping.

-Regard fellow employees and other departments as your customers. Understand that helping your co-workers do their jobs more successfully helps the district and you. Therefore they are your customers.

-If you tend to view every interruption as a pothole in your road to success, reexamine those interruptions. If someone interrupts you to share gossip, that's a pothole. If someone interrupts you to ask for something to enhance teaching and student performance, that's a necessary lane change that will get us closer to our destination. Learn to identify every real need from a coworker as a "necessary lane change," and think of every "necessary lane change" as an opportunity to move our district closer to its goals. Take pride in helping your coworkers; enjoy your role in providing services that help others get their jobs done. In most cases, your willingness to help others get their jobs done will lead them to readily assist you when you need it.

-When someone exceeds your expectations, how do you feel? Most people feel delighted, excited, upbeat and very, very positive about that person and the district. Think what you can accomplish by exceeding the expectations of fellow employees. If payroll asks for time sheets by 3 p.m., provide them by 1 p.m. so payroll can relax, knowing they have the time sheets in hand. If Human Resources asks for a list of important points to cover in an employee orientation, take time to think about it and provide a thorough list of what you would want to know if you were being introduced to the district.

-A simple, genuine "thank you" goes much farther to create an atmosphere of sharing and helping than two such small words would suggest. Even when it is a person's job to clean, repair, feed, fix or provide other service to you, tell them "thank you" when they have completed the job. Express your appreciation of their timeliness in providing it. Explain how it has made your job much easier. Show them your delight when they exceed your expectations.

Have a great month!

-Tom Keil

# Teacher's: Share your Thoughts, Success and Ideas

Each month we will feature a teacher's question. These questions are meant to spark some creativity and feedback to see what other teachers are doing. We will be posting some of the responses in following month's HR Focus. Each teacher submitting comments will be entered into a prize drawing.

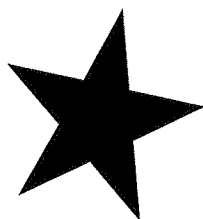
Deadline is November 7th.

## How do I encourage students to be active/interested?

## Who's in Your School?

We are all responsible for the safety and security of visitors that enter our buildings. A welcoming and courteous greeting can help maintain the safety of our students and staff. Please be attentive of the following District policies and procedures:

- All visitors are required to check in at the main office and wear visitor passes while in the building;
- Employees must wear ID badges at all times;
- Employees not regularly assigned and working in a building must check in at the main office.
- All staff members should approach and speak to visitors to ensure that they have checked in at the office and have a legitimate reason to be there.



### EMPLOYMENT OPPORTUNITES:

See current job openings posted by the Human Resources Department at [www.usd263.com](http://www.usd263.com)



## Getting to Know Our Team

This month we will feature **Angela Sagley**.

When you come to the District office, chances are you've been greeted by Angela's smiling face. She works as a Receptionist / Deputy Clerk and has been with the district for 10 years. Angela resides in Mulvane and is a MHS Graduate.

Growing up in Mulvane, Angela's favorite things to do were swim seven days a week, gymnastics, cheerleading, softball and doing tricks on her bike (she says she was good!!) When asked if she had a person in her school career that made a great impact on her life she said "Marcus Huslig. I was a little bit ornery in school (imagine that) and Mr. Huslig kept a good eye on me. I guess he thought I needed it. He made sure I followed the rules and if I didn't he would discipline me for it with a good size paddle. I learned a lot from Mr. Huslig and respect the man today for impacting my life".

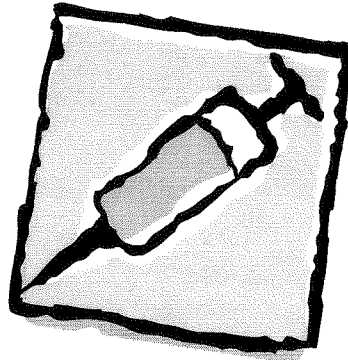
Now in her free time she enjoys shopping for and restoring antiques. She restores antique dolls from the era they were made (sewing clothes and buying new wigs for them).

Thanks Angela for sharing!

# Fight the Flu

## Three Strikes for the Flu Bug

- 1) Eat meals and drink fluids - juices & water
- 2) Get your rest
- 3) Good hand washing often



## Flu Shots

Flu shots are available to the public on November 8th, 2007 at the Sedgwick County Health Department Mobile Clinic held at the First Baptist Church, 1020 N. 2nd, Mulvane from 1:30 - 3:30. Fees are based on insurances and income.

# Human Resources on the Web

The Human Resource Department continues to improve customer service to employees and job applicants by increased use of technology, employee access is improved and district costs are reduced.

Everyone is encouraged to utilize the expanded HR page [www.usd263.com](http://www.usd263.com) > District > Human Resources

**Employment Opportunities** - Contains the latest information on Certified and Classified positions. Applicants are able to click on links to fill out applications.

**Newsletter** - Current and past HR Focus editions

**Staff** - Contact information for HR Director, Secretary and District Treasurer

**Forms** - Contains an assortment of district forms including: Employee Personal Information Change Form, Classified Pay Period Schedule, Inspiring Excellence Nomination Form, Resignation Form, Support Staff Reward Credit Form

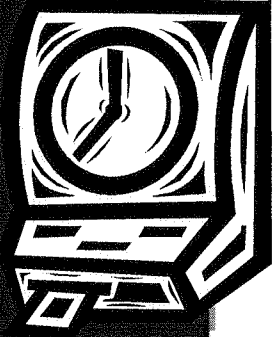
**Ready for a SCARE??**

**Horror at Muldoon High**  
Mulvane Saddle Club. October 18-21 & October 25-31. \$10 per person. All proceeds go to MHS Band trip to the Alamo Bowl.

**Udall Forest of Fear**  
This is not just another haunted walk thru, they have outdoor scary movies, campfire with ghost stories. \$10 for groups of 8 or more. Regular price \$12.

**We still have Worlds of Fun - Halloween Haunt Tickets available!!**  
The tickets are good from September 22 - October 31. They are valid for up to 4 all-day regular admissions. Stop by the Human Resource offices or call Amy at 777-1102 x210 to claim your tickets!

# Time & Attendance Update



## WE DID IT!!

The transition is complete!!

We have just completed our first pay period with everyone using the Time and Attendance Program. Thank you all for doing such a great job!

At the end of the current pay period, the following will happen:

- Human Resources will print out time sheets and send them to your building. (You DO NOT need to print out your own time card!!)
- Any mistakes on your time sheet will be highlighted. Please make edits on your timecard, sign and have your supervisor sign.
- Turn the timecards back into the office. They will send them over all at once to HR.
- If you had an edit on your time sheet. HR will make the edits, then send you an updated time sheet for your records. (You DO NOT have to return this sheet!)

If you have any questions about the process, please contact Amy Mundell at: [amundell@usd263.k12.ks.us](mailto:amundell@usd263.k12.ks.us)

# Labor Relations

## What To Do If You Suspect Fraud or Conflict of Interest

Have you ever noticed anyone deliberately falsifying information or using District money or property in an inappropriate way?

Have you seen anyone use district resources to further their personal assets or income?

Anything that makes you feel uncomfortable may not be right and should be reported.

If you witness or suspect fraud or conflict of interest, please contact your building principal, supervisor or Tom Keil in Human Resources.

Your information will be kept confidential.

# District Reminder

## CHECK YOUR PAY STATEMENTS!

Employees are reminded to check their pay statement each payday. If there are discrepancies or errors, please notify us as soon as possible. If you have questions regarding your placement on the salary schedule, hourly rates, or need information to apply for leave days (FLMA, sick bank, vacation) please call the **Human Resources Department**. Tax Sheltered Annuity (TSA) and other deduction questions may be directed to the **Board Treasure**.

We are happy to help resolve any problems or answer any questions you may have!

# Repetitive Stress Injuries

Repetitive Stress Injuries (RSIs) are today's fastest growing occupational injuries, affecting all types of employees, from computer users to transportation workers. Modern equipment, tools, and machinery may have increased worker production but have also increased the number of muscle strain injuries to employees.

RSIs can cause workers discomfort but the discomfort can be treated with early medical intervention and a review of the task process and the work positioning.

## **To avoid Repetitive Stress Injuries you should:**

- Plan your task to allow for proper height and space allowances needed to accomplish the work.
- Rotate your work position, allowing alternate muscles to do the task.
- Use proper tools for the job to avoid awkward movements and overexertion.
- Stretch often to promote proper blood circulation.
- Take breaks regularly to avoid

fatigue.

- Always practice safe lifting techniques.
- Keep your wrists in neutral positions when using hand tools and keyboarding. Don't repeatedly hyper-extend wrists up, down, or sideways.
- Use two hands instead of one to reduce strain on a single muscle group.
- Do warm-up exercises before beginning physically demanding tasks.

# Clear The Clutter

As part of the District effort to ensure that employees work in a safe environment, the District is working with Madrigal and Welch to provide employees with monthly reminders regarding safety conditions. This month's reminder is "Clearing the Clutter". Get backpacks off the floors and throw away excess materials in order to diminish the slips and trips.

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**Supervisor Tip**

**Addressing Performance Issues:** If you need to address the work performance problems of an employee, follow these suggestions:

- Address issues as they arise. Do not wait until the annual performance review to let someone know you haven't been happy with his/her performance, or until the situation is so bad there's no hope of salvaging the employment relationship.
- View yourself as a teacher or coach - try to view your role as helping the individual improve his/her performance rather than punishing the individual. Let the individual know you want him/her to succeed.
- Discuss performance issues face-to-face, and privately.
- Try to avoid using words such as never and always, as in "You never come to work on time" or "you always make mistakes".
- Ask the individual to take certain, specific actions to improve his/her work performance - be specific and clear to avoid misunderstandings.
- Ask the individual what he/she will do to improve work performance - let the individual know he/she is responsible for improving performance.
- Follow-up with the individual on a regular basis to let him/her know if work performance is meeting your expectations.

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# NOVEMBER

## Important Dates

November 3 Classified Pay Period Ends	November 20 Pay Day
November 6 Election Day	November 21-23 No School
November 9 Classified Time Cards Due	November 22 Thanksgiving
November 12-16 American Education Week	November 26 Board Meeting 7pm
November 12 Board Meeting 7pm	

## Anniversaries

Carol Pagels - 13 years  
Teresa Robinson - 2 years

### HR Mission Statement:

*The Human Resources Department will support the Mulvane School District vision by delivering superior customer service through recruiting, training, developing, and assisting our people in caring, trustworthy and timely manner.*

## Birthday's

Yasko Blake	Janet Allard	Raquel Charbonneau
Lila Grandon	Angela Sagely	Ramon Wiseman
Dennis Radich	Debra White	Steve Nelson
Virdell Shay	Mae Beth Hatfield	Daniel Myears
Glenda Austin	Teresa Robinson	Kevin Sparks
William Dorsey	Richard Hampton	Jeff Beckwith
Janice Anderson	Jan Ward	Elissa Ellis
Harry McWithey	Kimberly Cunningham	Brenda Rust
Martha Wehrheim	Jennifer Hankins	Shelley Myers
Susan Gonzales	Kristine Ebersole	Jon Farber
Beth Young	Christina Walter	Rochelle Rey
Jody Werner		

# Mulvane: Great Schools, Great People!

## Inspiring Excellence Award

**Sandy Phillips** - computer tech in the Technology Department. "Sandy is always willing to assist us with our technology needs (crashed hard drives, printer problems and internet difficulties, etc). Sandy works hard and consistently solves our problems quickly – she is a true blessing to our program!! Her nomination is echoed by several departments and individuals in the district. We appreciate Sandy's helpful assistance and support. Thanks, Sandy!

**Denise Woods and Christy Ebersole** – These two teachers did a phenomenal job of creating a fun and educational "freshmen day" that allowed students new to our school to become acquainted with it in a non-threatening manner. They also were instrumental in creating the "freshmen," "sophomore," "junior," and "senior" hallways which has had an enormous impact on bullying and has reduced incidents considerably. Denise and Kristi, thank you for your work on these projects! The Inspiring Excellence Awards were presented at the Board of Education meeting on October 8.

Has your colleague done something to deserve recognition? Is he or she described as: Diligent, Hardworking, Reliable and Dedicated? Might this person also show: Initiative, Extraordinary Teamwork and Leadership? Is he or she known in the district for providing Excellent Customer Service, Positive Attitude, and outstanding work ethics?

Reward this employee by nominating him or her for an "Inspiring Excellence Award? For more information go to [www.usd263.com](http://www.usd263.com) or contact the HR office today.

## Transportation Award

**Suzie Branine** - Received "Driver of the 1st Quarter" award. Congrats Suzie & thanks for all you do!

## Standard of Excellence Announcement

The following buildings, grade levels, and academic areas received Standard of Excellence in 2006-07! Congratulations to all district staff for their contributions to these achievements! It's time to celebrate!

- Mulvane Middle School – Standard of Excellence in Reading at Grades 6, 7, and 8 – Building of Excellence in Reading
- Mulvane Middle School – Standard of Excellence in Math at Grade 7
- Mulvane High School – Standard of Excellence in Reading and a Building of Excellence in Reading

## Congrats!

**Nancy Barglowski** - She was the winner of a \$25 Gift Certificate from the Secret Phrase contest in October's HR Focus!

***"Children are like wet cement. Whatever falls on them makes an impression."*** -Dr. Haim Ginott

# HR Challenge

**Word Find:** Find the following words in the jumbled letters below.

Mulvane	Performance	Customer	Wildcats
Internal	Mission	External	Exceptional
Customer Service	Expectations	Timeliness	Appreciation
Thank You	Retention	Positive	Exceed
Willingness	Pride	Enhance	Employee
Helping	Succeed	Morale	Productivity
Relax	Co-workers	HR	Focus

T Y K L B E A C H E L P I N G S R P W E  
H S E X P E C T A T I O N S E L A R O M  
A X A C E Y P P O S I T I V E N F O X P  
N R E U S M P E K V A F W E D Q O D U L  
K H E S C U S T O M E R G E P M X U M O  
Y G P T R S E W V Z X P H A U C N C P Y  
O A S O E K S E P A T U U L I G L T I E  
U G S M W N X T L A E J V L K A A I B E  
E U E E P N T E M W R A P C N O N V P N  
A E N R C L R I C T N B C O L I R I P E  
T M I S S I O N O E A E I T L P E T E K  
H O L E S K Y I V N L T E E I Y T Y R W  
L L E R A H E L I O P P O C U W N R F A  
U N M V M H R E X E B S U C O F I J O N  
M W I I H I P D C N O R U S U E V C R T  
P L T C I B M X W H A R I C C G K U M Y  
Y D E E C X E N J A W I L D C A T S A K  
R Y W I L L I N G N E S S I C E R W N D  
C I K F A P P R E C I A T I O N E L C L  
C O W O R K E R S E O R V B P R I D E R

When completed, tear this page off the newsletter, sign your name and bring the completed form to the Human Resource offices.

If all of your answers are correct, you will be the **INSTANT WINNER** of a Payday Candy Bar!

(Only one entry per employee allowed. Offer expires November 2nd or when supply of candy bars are depleted.)

Employee Name \_\_\_\_\_ Date \_\_\_\_\_ Bldg. \_\_\_\_\_