



Inside this issue:

Increasing Diversity	2
Employee Assistance Programs	3
Personal Profile: Al Shute	4

Extra, Extra!

NEWSLETTER GOING ELECTRONIC

Details Inside-pg. 3

Upcoming Conferences:

No conferences this quarter

Volume 2, Issue 2

Employee Motivation

EMPLOYEE MOTIVATION (Part 1)

There are as many different reasons that people work as there are people. What motivates one individual may be completely different from another. But there is one thing everyone has in common: we all work to meet a need. Meeting employees' needs has an impact on morale, motivation and quality of life. The following ideas can help you and your organization create a positive work environment in which employees are motivated, happy and committed.

1. What People Want From Work

Ask your employees why they work and you will get a variety of answers. One may tell you it is for the personal satisfaction; another loves what they do or who they work with. One likes the personal interaction of working with customers and another feels as if they are accomplishing something by working toward a common good. One may like the challenge of working independently, while still another enjoys teamwork.

Finding out why your employees work and playing off that notion is the key to employee motivation and morale. Ask your employees what they want from work and whether they are getting it. With this information in hand, you will be surprised at how many simple and inexpensive opportunities you have to create a motivational, desirable work environment.

2. Demonstrate Respect at Work

Being treated with dignity and respect are likely the two most common treatments employees are looking for from their employers. There are several things that you can start doing today to show your employees that you respect and value them. Treat people with courtesy, politeness, and kindness. Encourage employees to express opinions and ideas and use those ideas. Listen, listen, listen. Keep criticisms to a minimum and find opportunities to praise instead. Respect can be demonstrated in many other ways; keep the Golden Rule (treat others as you would like to be treated) in mind.

3. Provide Effective Feedback

The manner and method you use to give feedback has an effect on how it is received. In order to create the impact it deserves, use the following tips. Effective feedback is specific, not general. Focus on a behavior, not the person. Share information and observations, not advice. Describe actions or behaviors that are easily controlled by the individual. Feedback that is given as close to the event as possible has the most impact. And be consistent, across employees and situations.

4. Show Appreciation

Every day occasions pop up where you can show your employees how much they are valued and appreciated. Appreciation that is shown periodically throughout the year lets your employees know that they are valued all year long. Praise work that is done well. Say "please" and "thank you." Send a thank you card. Present a small gift occasionally. Almost everyone appreciates food; bring in bagels, doughnuts or another treat. Have a staff appreciation potluck. Ask an employee about their family, their weekend or a special event they attended. Your sincere interest causes people to feel valued and cared about. There are many other ways to show appreciation; use your imagination.

5. Build an Environment of Trust

Trust is the cornerstone to teamwork, communication, retention and motivation. Keep employees informed of relevant information, keeping things from your employees only causes uncertainty and distrust. Keep commitments and explain, in a timely fashion, when commitments cannot be met. Listen with respect and give your full attention. Delegate important tasks and trust that they will get done. Keep in mind that it is easier to maintain a trusting environment than to build one.

Part II of this article will be published in Volume 2, Issue 3 of the Personnel Quarterly.

INCREASING DIVERSITY IN YOUR ORGANIZATION: Attending Diversity-Targeted Career Fairs

With all the buzz about the changing demographics of the US population you might assume these changes would be visible in the workplace just as they are in our schools and neighborhoods. Does this assumption ring true? Take a look around your organization, office, or jurisdiction. Do you see in your staff an equal representation of the many faces in your community?

If you can honestly answer “yes” to this question, we applaud you on your success. However, for many organizations, this is not the case. Many organizations are lacking the very individuals who can effectively improve their image in the community and advance community relations.

According to Karen Penn, Director of Diversity at the Science Applications International Corporation, “Diversity and inclusion [in the workplace] mean coming to work every day where the environment welcomes, respects, develops and leverages employees’ individual differences as a competitive strength.” Diversity in government enhances the creativity and innovation of ideas we bring to the projects and committees we serve, the solutions to conflicts that sometimes arise, and the quality of services and products we provide to the public.

Various employers throughout the United States, and largely in the Midwest, say that they have been unsuccessful at drawing in a diverse applicant pool. This lack of diversity is often blamed on a lack of interest by the target group in question. While this may be a legitimate complaint for a small number of recruitments, the problem often lies in how that group was targeted, i.e., what outreach methods were used to create awareness and publicize the recruitment.

We have found that one of the most, if not the most effective, means of diversifying your applicant pool is by attending diversity-targeted job and career fairs.



Attending these fairs provides the opportunity to find a large number of qualified minority candidates in one place and increases your organization’s visibility within the group being sought. Making the extra effort to appear at these targeted events demonstrates to serious jobseekers that your organization is dedicated to attaining a workforce that is not only qualified and competent but that is also diverse.

Just as it is with private organizations, the long-term success of government and public organizations depends on our ability and commitment to attracting, retaining, and developing the best and brightest individuals from the world’s diverse talent pool.

Wisconsin Personnel Partners attends many job fairs throughout the year, including those designed at targeting diverse audiences, in Wisconsin, Minnesota, and Illinois. For example, on April 27th we attended the Hispanic Law Enforcement Career Fair in Chicago, Illinois. The event was success; drawing in a large number of jobseekers and vendors.

We understand that budget and staff constraints often prevent government and public organizations from attending these events.

Our program is here to provide a way for your recruitments to be present at these targeted job and career fairs for a fraction of the cost. For details contact a Wisconsin Personnel Partners representative at 608-266-1088.



BENEFITS OF EMPLOYEE ASSISTANCE PROGRAMS

Beginning as a few employer-sponsored alcohol abuse programs in the 1940s, Employee Assistance Programs (EAPs) have expanded to include a wide range of services for businesses across the United States. These employment-based plans assist individuals and their dependents with both personal and work-related problems. EAPs were rapidly introduced within workplaces during the 1980s, and became a mainstay of many organizations during the 1990s in relationship to changing workforce trends and demographics.

The physical and emotional status of each employee has a profound impact on your organizational climate and external product and/or service. In businesses today depression and anxiety have an estimated indirect financial toll of \$146.2 billion per year. Meanwhile, stress-related physical and mental illnesses can cost companies as much as \$7,500 per worker in absenteeism and lowered productivity each year.**

EAPs focus on helping employees become more fit, healthy, and able to cope with personal problems. EAPs offer valuable resources for substance abuse, family/marital problems, and legal concerns. Though the roles may vary slightly from one organization to another, the goal of these programs remains the same: to keep employees emotionally and physically healthy resulting in a positive and productive work environment.

Taken as a whole, EAPs are designed to meet the needs of workforces that are continually changing. For example, today's workforce is largely composed of female and older employees.

Female employees are often caregivers to family members. They are particularly susceptible to experiencing significant stress due to the competing demands of balancing work life with dependent care responsibilities. EAPs provide female employees with programs to assist in coping with these daily challenges.

EAPs also provide pre-retirement and other services to older employees and have resources available to coordinate dependent care for employees who are caregivers for elder family members. In matters such as these, EAPs are often an employee's sole source of information and support.

Employers report that establishing an EAP helps to lower the cost of health care, reduced absenteeism and tardiness. Knowing these programs exist in an organization helps to improve employee moral. EAPs are structured in a variety of ways and can be designed to fit the unique needs of your organization.



Wisconsin Personnel Partners can put you on the path to establishing or improving your employee assistance service. If you have questions or would like additional information on Employee Assistance Programs, please contact a Wisconsin Personnel Partner representative today at (608) 266-1088.

**Article cited: "Expanded EAPs Lend a Hand to Employer's Bottom Lines" by Gina Ruiz.

EXTRA, EXTRA! NEWSLETTER TO GO ELECTRONIC!

Personnel Quarterly will be going electronic starting with our July 2006 publication. Issues will be emailed once every three months. If you are interested in keeping up with the latest in government HR news and trends please contact us with your email address as well as the email addresses of any additional personnel interested in subscribing. Submit email addresses to: wpp@wisconsin.gov, by phone at (608) 266-1088, or fax at (608)267-1000.

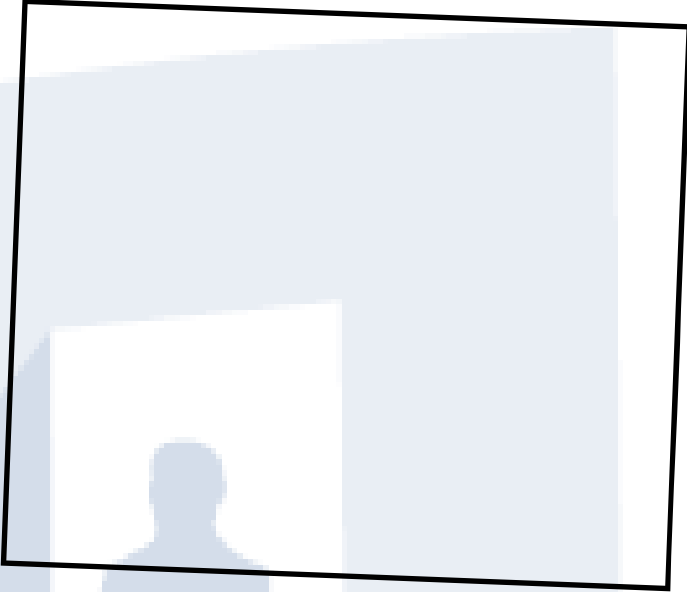


PRSRT STD
US POSTAGE
PAID
MADISON WI
PERMIT NO 1369

Office of State Employment Relations
101 E Wilson Street, 4th Floor
PO Box 7855
Madison, WI 53702

Phone: 608-266-1088
Fax: 608-267-1000
Email: wpp@wisconsin.gov

**We're on the web:
<http://wpp.wi.gov>**



PERSONAL PROFILE: AL SHUTE-GREEN LAKE COUNTY

Featured in this edition's "Personal Profile" we present the second of three Green Lake County employee worthy and deserving of special mention, Al Shute.

Although Mr. Alan Shute has worked for Green Lake County since 1998 when he was hired to serve as the County's first full-time Surveyor, Al has many other years of government service under his belt.

After graduation from MATC, Al initially was employed for Winnebago County and also was elected as a County Board Supervisor. According to Al, serving as a County Board Supervisor was the ultimate county governmental experience.

Mr. Shute has continued working for Green Lake County in the position of Land Surveyor until 2004 when, through a departmental restructuring, he was appointed to his current position of Land Development Director, that being the Department Head for the Planning and Zoning Department.

In addition to being a valuable part of the Green Lake County's family Al is also a valuable part of his own family. Al especially enjoys family time with his wife and two awesome daughters.

Al's philosophy about family is, "Each year that goes by allows many opportunities to observe all of life's high and low points. Time spent with family is truly a high point once you are aware of how delicate life is." Al has researched his family tree, taking him back to the 1600's in up-state New York and finding that the family tree passed through Green Lake County, from 1857 through 1912 which provides Al with a tie to this county.



Mr. Shute believes that an individual should WORK to LIVE, never LIVE to WORK. Al knows this has been a successful philosophy because the thought of retirement, or not working, is not part of any plan he contemplates. And since he still enjoys getting up each day with only the anticipation of what challenges await him, Green Lake County benefits tremendously!

To submit an article for Personal Profiles email Wisconsin Personnel Partners at wpp@wisconsin.gov or send fax to (608) 267-1000. Call (608) 266-1088 with questions or comments.