

HR UPDATE

STATE OF ALASKA
DIVISION OF PERSONNEL
AND LABOR RELATIONS

FY 08 - ISSUE 05
DECEMBER 16, 2007

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HR UPDATE

LET US KNOW WHAT YOU THINK

Please let us know what you think of our publication. If you have any suggestions about how to improve the HR Update or topics you think should be addressed, please contact franklin.hurt@alaska.gov.

GGU Contract Changes By Kate Sheehan

The non-monetary terms of the new GGU contract became effective November 16, 2007. The following are some of the key changes that you should be aware of.

Article 11- Employment Status

- Only acceptable or better performance will allow an employee to earn permanent status in lower classification by service in higher classification. This applies in situations when an employee is promoted to a higher level job class before they had successfully completed the probationary period in the lower position.
- Incorporated language from an existing LOA that allows carry over of personal leave balance at end of the

season, when Seasonal Leave Without Pay commences.

Article 12 – Layoff.

- Employee with layoff rights who is appointed in a job class at the same or higher salary range than the job class from which laid off normally loses his/her layoff rights, except when he/she fails the probationary period in their new position. If he/she fails the new probationary period prorated layoff-rights shall be returned.

Article 18- Performance Evaluations

- For Permanent Employees, evaluations become due 30 calendar days after the MAD.

Article 21- Wages

- Longevity steps changed to service steps. This applies to movement to step J, K, L and M.

Article 22- Overtime and Premium Pay

- Flex time plan for OT ineligible employees. It is slightly different from the flex time plan in effect for SU members, as it does not have the reduced threshold after a year in which 30 hours of flex time have been earned.

Article 26- Personal Leave

- Lowered threshold of when employee can use medical leave. Employees will be able to use the banked medical leave for sick leave purposes (illness or injury to the member). Previously it was only to be used when personal leave was exhausted or when one medical disability prevented the employee from working five consecutive days.

Monetary changes will not be implemented until such time as the Alaska Legislature approves the Agreement.

A redline copy of the contract is posted on the Labor Relations web site under the Bargain Unit Contract link. <http://dop.state.ak.us/website/index.cfm?fuseaction=LaborRelations.gguContractRedline> Coming soon is a Frequently Asked Questions section that will help with the most commonly asked questions. If you have any questions about the redline copy of the contract please contact Snow at: snow.snow@alaska.gov. As always, you can contact Labor Relations with any issues you may have.

Ways to Recognize and Reward State of Alaska Employees By Carol McLeod

Who doesn't like to be appreciated for what they do? Everyone likes to be recognized, in some form or fashion, for contributing to the success of an organization. State of Alaska managers need to think twice before deciding the best way to do so—not only does the Administrative Manual (AAM 100.090) provide guidelines for monetary and gift awards, but many studies have shown that, while it's nice to get a turkey at Thanksgiving or a T-shirt at retirement, what employees really want is personal thanks for good work, support when they make a mistake, and some independence in doing their work.

People want recognition to come from the people who are impressed with them. In other words, they want their work to be acknowledged where it matters—on the worksite by bosses and co-workers, who have real understanding of the work that

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they do and how they do it.

A good reward program accomplishes two things: People feel good about what they received, whether tangible or intangible; and the organization benefits from a more positive workforce. In order to do that, a reward process should have a variety of recipients, a mixture of formal and informal recognition, timeliness, and abundance. The formula for making sure that these conditions are met can be summed up as:

Right rewards + Right people + Right reasons = Right results

Studies have shown that it takes about 20 tries before new behaviors are assimilated, so establishing and conducting an agency reward program takes time, consistency, and patience. You may find you have to present awards and recognition multiple times before employees actually begin to believe that the program is here to stay. If an effort appears to be unsuccessful the first couple of times, it is probably because your employees haven't yet learned to trust that the program will be conducted appropriately and fairly. Agencies who take the time, though, will find that the individual rewards bring even greater agency results. There is a direct link between an employee's satisfaction on the job and an organization's success.

Developing an employee reward and recognition program can be quite challenging. Part of this challenge is for managers to make the determination that a recognition system is an investment rather than an expense. Without upper level support, a recognition system is not as likely to succeed. An agency who has made the decision to embark upon a recognition program will find that appointing a "champion" to ensure that the process has support, to help keep the program moving forward, and to help minimize obstacles will make for a more successful plan.

Other tips that agencies may find helpful include:

- Broaden what you consider to be a reward or recognition. Allowing an employee to take the lead on a project that would not normally be a part of his/her workload, providing training to prepare the employee for a promotion, presenting "kudos" as a regularly scheduled part of a staff meeting as some different kinds of ways to reward employees.
- Ask employees how they want to be recognized. Offer the employee choices before implementing them. Some people want public accolades, some would prefer a quietly presented certificate of appreciation. In any case, it is always appropriate to let the employee know that his/her excellent performance has been observed and that you would like to recognize this performance in a manner that is comfortable for the employee. Surprises are not always appreciated.
- Make recognition timely. If an employee finishes a project ahead of time and under budget, waiting until the formal enterprise-wide reward program months down the road tends to diminish the importance of the award. While it's always nice to be acknowledged above and beyond the workplace, remember that employees *first* want to be appreciated by the people who matter to them—their managers, supervisors, and co-workers.
- Make sure that everyone who merits recognition gets it. Treating employees fairly will help build trust in the program and ensure greater success and satisfaction with it.

There are many resources for assisting managers and supervisors who would like to start a recognition system in their agencies. Two excellent books (both quick and easy to read) are Bringing Out the Best in People, by

Aubrey Daniels, and 1001 Ways to Reward Employees, by Bob Nelson.

Classification Studies Section Update By Cindy Gouveia

The Division of Personnel and Labor Relations is pleased to announce the appointment of Cindy Gouveia as the Classification Studies Supervisor. Cindy recently served as a management consultant for the Department of Transportation and Public Facilities in Juneau. She understands the difficulties encountered by State managers to recruit and retain qualified employees in Alaska. Her practical knowledge of State operations and its current workforce issues, coupled with her professional knowledge about job classification and pay, will enable her to work effectively with department representatives and the Classification Studies team to address and resolve classification and related recruitment issues within the parameters of the State's classification and pay plan.

Cindy will be joining Pam Day as the new HR Operations and Classification Manager, and the four professionals assigned to the Classification Studies team who are responsible for the State's classification and pay plan for the classified and partially exempt services. Together they will be working to complete ongoing and future job classification studies and service department maintenance requests for revised minimum qualifications and other class specification changes.

Cindy is located on the 10th Floor of the State Office Building in Juneau. She can be reached at 465-4075 or Cindy.Gouveia@alaska.gov

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Division of Personnel & Labor Relations Website updated By Frank Hurt

The Division of Personnel & Labor Relations website was recently transformed to reflect the changes that emerged from the reorganization. The new website has all of the contact information for the various service centers and sections within the division. The division has had some movement and turn over in the last few months with many new faces. See the new Talk To us section at the bottom of the web page. You can find the web site at: <http://dop.state.ak.us/website/>

Reminder to Hiring Managers: Use NEO with Your New Employees

Please be sure that your hiring managers are using the New Employee Orientation website when in-processing new employees. While a hiring manager may prefer to present a new employee with a packet of paper documents to complete, please remember that mandated forms are updated throughout the year and the most current form will be available on the NEO website. A case in point is the new federal I-9 form, which went into effect on Nov. 7, 2007. All eligibility documentation for new employees hired on or after that date must follow the new form and several previously acceptable documents may no longer be used for I-9 purposes. Please help ensure that your new employee completes the correct and appropriate new hire forms by referring him/her to <http://dop.state.ak.us/website/index.cfm?fuseaction=employeeOrientation.main>.

ALDER Reporting System Update By Connie Preecs and Scot Arehart

An update is in order for the Alaska Data Enterprise Reporting (ALDER) as it nears completion for Increment I AKSAS financial reporting. An initial version of the

enterprise reports were released in a field test environment and many users provided feedback on the good features and identified areas that required further development and refinement. A session was recently held with department agency advocates to demonstrate the ease of modifying the enterprise reports to suit their specific requirements. The central component of the solution is known as the Universe and much of the projects efforts has been creating and organizing objects in a manner that allows a good user experience with the tool. It was critical that information gathered during the Joint Application Development (JAD) sessions with the departments was properly contained within the Universe to allow robust and easy modifications to enterprise reports. A second version of the enterprise reports will be released shortly that take the solution to the next level.

The project team efforts for Increment II AKPAY data reporting have begun in earnest. AKPAY data elements have been identified along with the initial suite of enterprise reporting for HR/Payroll. This increment poses additional technical issues for the project team including data security and enhancements to the overall system that continue to define ALDER.

JAD sessions with stakeholders for Increment III WorkPlace Alaska data acquisition and reporting have recently started. The Division of Personnel is taking the lead in providing the project team with business requirements and a subsequent session held with interested departments to fill in any gaps. The outcome of these sessions will define the enterprise reporting requirements.

The ALDER team is proud of the work that has been accomplished and is aware that we must continue our efforts through the remaining increments and into the future as the system matures. Our status can be viewed on our website at http://fin.admin.state.ak.us/dof/data_warehouse/index.jsp



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