

HR Update

HR.....Solutions for success.

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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.

New Faces in DOPLR Management

The New EEO Program Manager is Fran Rabago. Fran came from the DHSS Service Center.



The new Human Resource Manager for the Public Protection Service Center is Darice Walter. Darice

came from the Public Protection Service Center.



Spotlight on Labor Relations By Snow Snow

Labor Relations is a small section within the Division of Personnel & Labor Relations. What we lack in size, we make up for in enthusiasm for our work. Our mission is to achieve the purposes of the Public Employment Relations Act by acting as the executive branch representative in contract negotiations and contract administration matters.

Our primary services include representing the Administration in contract negotiations, responding to grievances and complaints on behalf of the Commissioner of Administration; representing the State of Alaska in arbitration, mediation, and other dispute resolution procedures; representing the State of Alaska at Alaska Labor Relations Agency hearings regarding unfair labor practices, unit clarification and other matters; providing training and consultative services to managerial and supervisory personnel on contract negotiation and administration; and establishing and administering labor-management committees.

There are eleven bargaining units currently under contract. We are presently negotiating with the Marine Engineers (MEBA) and Masters, Mates and Pilots. We will be negotiating with the Alaska Correctional Officers Association this fall and with the Labor, Trades and Crafts and TEAME units this winter.

We have six staff all located in Juneau. Kate Sheehan is the Deputy Director of Labor Relations. We have four Labor Relations Analysts:

Nancy Sutch

- Alaska Marine Highways
- Department of Health and Social Services – Division of Behavioral Health

Kent Durand

- Department of Transportation, Shoreside issues

Benthe Mertl-Posthumus

Departments of:

- Administration
- Law
- Revenue
- Labor and Workforce Development
- Commerce Community and Economic Development
- Education and Early Development
- Natural Resources
- Fish and Game
- Environmental Conservation
- Alaska Marine Highway System - Inlandboatmen's Union of the Pacific (IBU) issues

Dallas Hargrave

- Department of Health and Social Services.

Our final staff member is Snow Snow. She handles pretty much everything else including complaints and performance evaluation investigations and appeals, LOA tracking and research and special assignments. We are presently hiring for an Analyst to handle the Public Protection agencies of Military and Veterans' Affairs, Public Safety and Corrections. In the meantime this work is being shared between Kate and Snow.

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We encourage you to visit our website where you will find a wealth of information. Besides the current and most recent historical copies of the collective bargaining agreements you will find brief profiles of each of the bargaining units, interpretative memoranda regarding the contracts, letters of agreement affecting the terms of the contracts, delegated Letters of Agreement, the grievance and complaint forms and a list of all the union contacts. As new contracts are negotiated and ratified by the membership we post the redline version of the contract at this site to give people a chance to view the changes to the agreement before the final document is posted. The website is: <http://dop.state.ak.us/website/index.cfm?fuseaction=LaborRelations.main>

Updated Forms and New Employee Orientation

By Frank Hurt

The following forms have recently been updated:

- Address Authorization/Change Form
- Direct Deposit Form
- Nepotism Waiver

These forms may be found in alphabetical order on the web page: dop.state.ak.us/website/index.cfm?fuseaction=resources.hrforms

A brief description and link to the Division of Retirement and Benefits Seminars page has been added to the New Employee Orientation Retirement



Information page. These seminars are not just for employees nearing retirement; they are also for new state employees looking to expand their knowledge of the retirement and benefits system. To find out more information about the seminars, go to: www.state.ak.us/drbr/rep/newseminars.shtml

Internship Program

By Pat Morrissey

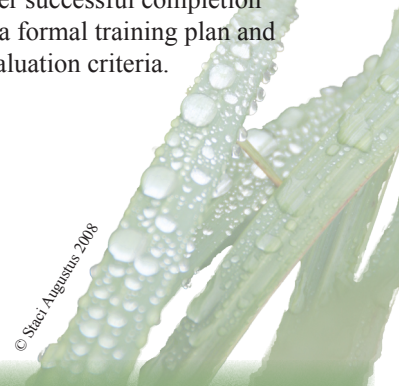
On August 24, 2007, Governor Palin signed Administrative Order No. 237 (AO 237) to establish an Executive Branch Working Group tasked with researching and addressing the issues concerning recruitment and retention of State employees in the executive branch. One recommendation of the Working Group and State employees was to develop and encourage broader use of the State of Alaska Internship Program to facilitate long term recruitment, training, and retention.

The Division of Personnel & Labor Relations is pleased to announce the completion of the redesign of the State of Alaska Internship Program policy, procedures, guidelines, and job class specifications effective August 1, 2008. The program has been redesigned to be more visible and accessible to students with the intent to proactively attract and cultivate students to careers in the executive branch through the enhancement of academic study with complementary “hands-on” experience that can be developed through a progressive career path. Specific emphases will be placed on careers where recruitment difficulties exist. Students will learn that the size and diversity of State government provides plenty of opportunity for employees to continually develop new skills. They can build a career within a single agency, or have the mobility to move between agencies, therefore, greatly expanding job options. They will also

have the satisfaction of knowing that the work they do makes a real difference in people’s lives.

Key elements of the revisions to the internship program include:

- Expanding programmatic scope to recognize students for Student Intern positions from Alaska charter, vocational, correspondence, and private schools.
- Reducing the minimum hours of required academic attendance for qualification as a College, or Graduate Intern.
- Eliminating specific degree requirements for the College Intern II job class to allow flexibility to both agencies and interns.
- Allowing out-of-state recruitment when either a relevant degree program is not offered by an Alaskan university, or when normal “residents only” recruitments have failed to yield qualified, eligible, and available students.
- Condensing Student Intern III and Graduate Intern III job classes to Student Intern I and II, and Graduate Intern I and II.
- Increasing the salary ranges of the Student Intern and Graduate Intern job classes.
- Creating the ability of students to progressively advance through a given internship series after successful completion of a formal training plan and evaluation criteria.



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- Advertising all internship opportunities through a visible, centralized recruitment system, Workplace Alaska, to facilitate student accessibility and enhance applicant pools.

For more specific updates regarding the redesigned program, please visit the Workplace Alaska Hiring Manager & Supervisor Home Page, and select the [SOA Internship Program](#) link. Questions and comments regarding the program revisions may be addressed to Patrick Morrissey (patrick.morrissey@alaska.gov), Tara Stevens (tara.stevens@alaska.gov), or your appropriate Human Resources Service Center.

The People Principles

10 Ways to Build a People-Centered Workplace

by Tom Terez

Let's admit it already: Every workplace is fundamentally about people. Sure, we need information systems and technology and supply chains and metrics. Improvement in these areas is a good thing. But these are the inanimate aspects of work. The real heart and mind of every organization are found in its people.

End of story? Not by a long shot. If you truly want to bring out the best in people, you need to take action, whatever your role in the organization. Ten down-to-earth ideas are listed below. None of these are akin to installing new computers or developing a set of key indicators. They're much more difficult than that – and they hold more potential.

1. Think how, not what

Assignments and deadlines keep us focused on the work itself – sometimes so much that we lose sight of the people who do the work. Maintain a wider perspective. Instead of asking people what they're doing, ask them how they're doing.

2. Don't say, ask

You think you know the right approach or the right answer, and maybe you do. But if you want to engage and empower people, skip the statements and start asking questions. Go from "here's what I think" to "what do you think?"

3. Work it out now

When conflicts arise, letting them simmer is easier in the short term – but destructive in the long term. Unless you're fond of grudges and hurt feelings, start resolving today's conflicts today.

4. Just say thanks

There's no need for fancy awards and rewards – because there's no substitute for simple, sincere appreciation. Make a habit of putting your gratitude into words.

5. Take action inclusively

A bias for action is a good thing. But the action should be done with people and not to them or despite them. If you're going to implement anything that affects anyone, gather a group of co-creators.

6. Turn up the differences

A workplace full of do-as-you're-told clones would be so easy to manage. And so boring. And so pathetically unsuccessful. Look for and leverage those precious differences in yourself and your colleagues. As long as you have meaningful goals in common, you'll achieve uncommon success.

7. Tell stories

If you want to shape the workplace culture, become a raging gossip of good news. Look for real-life examples of employees serving each other and their customers. Then tell those stories over and over.

8. Engage people back

When someone tries to engage you in conversation, be conscious of your reaction. In a hectic work environment, it's easy to be dismissive. Take the time

to open your ears – and your mind and heart.

9. Show your emotions

You're not a robot or a potted plant. If you're thrilled, angry, enthused, confused, curious, whatever, let it show in a constructive way. It's more than okay to be human.

10. Be the real you

We've all met people who are one way one day – then someone else the next. It's no fun for anyone, including the chameleon. Get to know yourself, and remain true. Everyone will benefit.

ABOUT THE AUTHOR

Tom Terez is a speaker, workshop leader, and author of 22 Keys to Creating a Meaningful Workplace. His Web site, <http://BetterWorkplaceNow.com>, is filled with tools for building a great work environment. Write to Tom@BetterWorkplaceNow.com

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