



# HR UPDATE

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### CLASS STUDY UPDATE:

- For the latest Class Study information go to <http://doa.alaska.gov/dop/classification/classStudies/>

### 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 [holly.cox@alaska.gov](mailto:holly.cox@alaska.gov).

## WebEx Enterprise Edition

Cisco WebEx is a web conferencing tool that you are likely familiar with and/or are currently using for virtual meetings. The State of Alaska has seen the value of this tool and invested in a more robust platform called **WebEx Enterprise Edition**. This Enterprise Edition is a comprehensive suite of real-time collaboration services that enable you to increase reach, accelerate business processes, streamline long-distance training/learning, and reduce travel costs. The new WebEx suite consists of 4 separate meeting platforms which provide a variety of separate use cases; these platforms are known as **Meeting Center, Event Center, Training Center, and Support Center**.

**Meeting Center** is the most commonly used platform and was available to employees prior to upgrading to WebEx Enterprise Edition. The Meeting Center platform can be used for both internal and external meetings and offers you a collaborative space for scheduled or adhoc meetings. It offers you the ability to meet with anyone across the globe with audio, video, and content sharing capabilities.

**Event Center** is a similar platform to Meeting Center with a few additional features and the ability to host a meeting with many more participants. In Meeting Center you can host up to 500 attendees in a meeting, whereas Event Center allows you to host up to 3000! This is a great platform for

webinars, press conferences, public hearings, or any other time you need to gather a large group together.

**Training Center** gives you a platform to deliver engaging, effective and interactive instructor-led training to employees, customers, and partners in a virtual online classroom. You can host up to 1000 attendees on this platform, which allows you to maximize your footprint and increase your training capabilities. Some of the features of this platform consist of real-time testing & grading, breakout sessions, hands-on labs, polling, and the ability to integrate it into your own learning management system.

**Support Center** is a platform that allows the help desk to more efficiently and effectively troubleshoot and solve technical issues. This is not a platform for the everyday user, but is extremely helpful in allowing the help desk team to streamline their processes and ultimately resolve your issues at a much more rapid pace. No more waiting on hold for extended periods of time!

Interested in learning more about WebEx Enterprise Edition and how it can help you in your daily tasks? Would you like some training materials, quick reference guides and FAQ's? We think that's a great idea too! Please visit the ETS site at <https://intranet.soa.alaska.gov/admin/ETS/webex.html> for all training materials and quick help guides.

## Updating a Position Description (PD) Prior to Recruitment

### By Classification

Like many of you, Classification Services is challenged to carry out our work with tighter budgets and fewer resources. With the FY 16 budget reductions and current hiring freeze the section has been operating at a 50% staffing level while our work load has increased by over 200%. Many submitted PDs have been designated priorities with the expectation their review and analysis would be completed within our two to four week service goals (depending on the designation). Currently the actual turn-around time for priority 1 through 4 PDs is a minimum of three to ten weeks. Depending on the quality and completeness of the PD submitted some may be completed sooner and some understandably take even longer.

To assist with more timely processing of PDs, below are some items that you should be aware of when submitting PDs:

1. Updating a PD prior or concurrent with a recruitment should only occur when the PD is still at system start up, or if there are significant changes in duties, or if the PD is outstanding from the 2009 Accounting Technician/Accountant Study. More specific detail about these

three categories are provided in the guidance attached.

2. Be mindful of the work demand section, most delays in processing a PD occur during the review of this section. Selected ratings need to match the requirements of the position.
3. You must ensure the classification questionnaire is fully completed with the required information. Answering with N/A is not appropriate, nor helpful.
4. Requesting flexible staffing positions takes longer than two weeks as the review and analysis involves multiple PDs per position along with the review of training plans.
5. A Bargaining Unit change for a filled position also will take longer than two weeks; after the allocation is final, the CBA's provide for a 15 day review/appeal opportunity to the union.
6. Ensure the staffing chart depicts the correct proposed structure and attach to the OPD submission.

We appreciate your understanding and support during these challenging fiscal times.

This procedure applies to all positions in the classified and partially exempt service and Local 71 Labor, Trades & Crafts (LTC) positions.

You will need to update a PD when:

1. One or more of the following has occurred:
  - The supervisory authority assigned to the position is changed or modified (e.g., direct report positions added, changed, deleted, etc.)
  - Assignment of a new primary duty (the main duty for which the position exists to perform)
  - A shift in the position's focus (e.g., responsibility shifts from reviewing a form for completeness to approving the action requested on the form, OR the position supports Program B while it's PD indicates it supports Program A)
  - The mission, goals, or objectives of the position or the program the position supports changes (e.g., new statutory mandates alter the program function, department executive team establishes new goals or mission that impacts the work performed by the position in question)
  - Essential duties have been added, deleted, or modified

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## Performance Evaluation Form Updated

In preparation for the implementation of the IRIS HRM system, the Performance Evaluation form was recently updated with a place to enter the Rater's Employee ID. The ID will be required when entering evaluation information into IRIS HRM.

It is important the most recent

version of the form is used when a performance evaluation is written to ensure consistency and to use the latest functionality. As a reminder, spell check functionality is available on the current form. Checkbox functionality may also be used by double clicking over the box, and changing the "Default

value" field to "Checked" in the pop-up box.

The current form is available on the HR Forms page of the Division of Personnel and Labor Relations website here:

<http://doa.alaska.gov/dop/resources/hrForms/>

## Report of Injury Training

By Erin Kelly

It is with great pleasure the Division of Personnel & Labor Relations announces a new mandatory training that outlines how to report injuries for State Employees! This training will be available at the beginning of September and will be required annually for State of Alaska employees.

Employees are our greatest resource and it is our intent to maintain their safety. By ensuring that everyone is aware of the process to correctly report injuries management can remedy safety concerns, OSHA reporting is more accurate, employees can get adequate care when necessary, and if

need be have appropriate coverage and compensation.

This course will be offered in Learn Alaska and can be completed online at your own pace. We appreciate your commitment and participation in making our work environments safe!

## Rapid Learning Institute Online Continued

By Training and Development

But wait! There's More!

In the last edition, you were reminded of 10 Rapid Learning Institute Quick Take online courses you can complete to meet some of your training needs in less than 15 minutes. Just when you thought it couldn't get any better, we more than doubled your online learning opportunities.

The joint Labor Management Committees for the SU and CEA bargaining units are proud to present the following 22 Rapid Learning Institute short online courses to meet some of your learning needs.

Each online module is approximately five to thirteen minutes in length and comes with supporting materials you can use with your team members individually or in a team meeting.

These online courses can be accessed through LearnAlaska and do not require approval before taking the course. Simply login to LearnAlaska (<https://learn.alaska.gov/portal>) and type the name of the course or the course acronym and follow the instructions to enroll and access each course.

The great news is that since our committees were able to negotiate a great deal with the Rapid Learning

Institute for an unlimited number of users for these 22 courses for one year and other State employees outside SU and CEA will be able to utilize these courses as well.

This means that your staff can also take these courses and negotiate goals with you on how they will apply what they learned. The supporting materials for each course have a trainer's guide, module summary, and goal setting documents to facilitate this outcome. Additionally, there is a short survey we ask that you complete to help our committees determine how useful these modules are and your ideas for future training topics.

Please make use of these online training opportunities provided to you by your Labor Management Committees and the DOPLR Training & Development Program.

### Rapid Learning Institute – Online Courses on LearnAlaska

*(Search on the word "rapid" or any of the course names to find the course)*

### SOA-DOA-DOPLR: Managing Team Conflict (MNTC)

In this 9:52 minute Rapid Learning Institute Quick Take you will learn:

- Why conflict is a powerful tool that team leaders must use to their advantage
- What's going on under the surface when disagreements become toxic
- The ACES method of conflict resolution – a straightforward approach that can turn destructive conflict into constructive solutions

### SOA-DOA-DOPLR: Employee Engagement: Focus, Capability and Will (ENGE)

In this 8:49 minute Rapid Learning Institute Quick Take you will learn:

- Why managers must be totally accountable for the engagement levels of their teams
- How to tap the power of Focus, Capability & Will and why one of these three is challenging for most managers

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*(Rapid Learning Institute Online Continued from page 3)*

- The number one reason managers fail to achieve high employee engagement over time

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### **SOA-DOA-DOPLR: Unlocking the Power of Non-Monetary Rewards (PNMR)**

In this 11:27 minute Rapid Learning Institute Quick Take you will learn:

- A common mistake that backfires – and what's most difficult about giving them
- The one thing you MUST do to make sure your nonmonetary rewards have impact

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### **SOA-DOA-DOPLR: Controlling Rumors: Filling the Vacuum (RMRS)**

In this 8:58 minute Rapid Learning Institute Quick Take you will learn:

The role managers play in spreading or defeating rumors

- Why rumors are a symptom of a larger problem
- Two critical ingredients that feed the rumor mill and how to address a current rumor
- How to turn rumor mongers into TRUTH mongers

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### **SOA-DOA-DOPLR: Handling Excruciatingly Difficult Conversations (DFCN)**

In this 8:41 minute Rapid Learning Institute Quick Take you will learn:

- A template you can apply to many situations including: performance

problems, use of foul language, inappropriate physical contact, excessive use of perfume and other scents, personal hygiene, unconscious rude behavior

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### **SOA-DOA-DOPLR: Performance Feedback: The Seek-First-to-Understand Approach (PRFB)**

In this 13:53 minute Rapid Learning Institute Quick Take you will learn:

- The Seek-First-to-Understand method for providing performance feedback
- The #1 goal of performance feedback
- The most frequently overlooked stage in traditional performance appraisal process

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### **SOA-DOA-DOPLR: Empowerment and Accountability: How Much Rope Should You Give Your People (EMPR)**

In this 5:31 minute Rapid Learning Institute Quick Take you will learn:

- What behavioral research has to say about deadline-setting and deadline-missing
- Why people often fail to meet deadlines they set for themselves
- How research applies to issues of employee empowerment and accountability

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*(Updating a PD Prior to Recruitment continued from page 2)*

- The physical requirement and/or potential hazards section has been modified. This information is necessary to ensure compliance with the Americans with Disabilities Act (ADA) and OSHA bloodborne pathogens standards.
- This list is not exhaustive, if you feel that there are other areas of the PD that have substantially changed then you would need to update the PD prior to the recruitment process. If you are unsure if the changes to a PD are substantial, please contact your Classification lead for clarification. OR

2. The position description (PD) is at system start up. (Paper copy which is over 10 years old created on old PD form) OR

3. The position is an Accounting Technician/Accountant PDs last reviewed before 8/1/2009. In the Accounting Study we tested a "prospective" study method with the goal of minimizing the negative impact on employees and organizational disruption. Rather than require PDs be updated at the start and allocated at implementation, we used Subject Matter Experts and targeted interviews to create the classes. The plan was to have PDs updated and allocated in the new classes within a year after study completion. That timeline was extended a couple of times. As it stands now, we require an updated PD to ensure the position is in the correct job class prior to recruiting to fill a vacancy.

If you have any questions, please contact DOPLR Classification Services.

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### **SOA-DOA-DOPLR: Six Managerial Styles You Need to Lead Effectively (6MGN)**

In this 10:01 minute Rapid Learning Institute Quick Take you will learn:

- Why “one-trick-pony” managers have limited value
- Six management styles that great managers master
- How to correctly deploy the right style for the situation

### **SOA-DOA-DOPLR: Time Management: Why It’s Not About Time (TMMT)**

In this 7:17 minute Rapid Learning Institute Quick Take you will learn:

- Why employees are perceived as being good, or bad, at managing their time
- The list that matters more than any other
- The #1 enemy of good time management

### **SOA-DOA-DOPLR: Leading in a Crisis: How to Maintain Morale and Retain Your People (LDCR)**

In this 7:49 minute Rapid Learning Institute Quick Take you will learn:

- The single most important leadership strategy in a crisis, which will give you credibility
- A key insight into the psychology of employees that will help you motivate and retain them
- A managerial roadmap for engaging employees in a time of crisis

### **SOA-DOA-DOPLR: When Your People Resist Change: Turning Objections Into Objectives (CNRL)**

In this 7:39 minute Rapid Learning Institute Quick Take you will learn:

- How to deal with employee objections and win buy-in
- Why efforts to “counter” objections often backfire
- Why an objection is something to be embraced
- A three-step method to disarm resistance instead of escalating it

### **SOA-DOA-DOPLR: New Manager Pitfalls: How to Avoid Them and Succeed in a Leadership Role (MGPT)**

In this 10:53 minute Rapid Learning Institute Quick Take you will learn:

- The new manager’s most common mistake
- A key insight to frame your new role and avoid common pitfalls
- The number one thing your bosses want to see

### **SOA-DOA-DOPLR: FMLA Certification: What Every Manager Must Know (FMCT)**

In this 8:52 minute Rapid Learning Institute Quick Take you will learn:

- The #1 mistake that will get you sued over employee abuse of FMLA intermittent leave
- The three rules you must know to

legally deal with intermittent leave abuse

- How to handle employees who try to game the system

### **SOA-DOA-DOPLR: Performance and the ADA: Evaluating Disabled Employees (PADA)**

In this 7:26 minute Rapid Learning Institute Quick Take you will learn:

- The most important thing to remember when evaluating employees with disabilities
- What reasonable accommodation is and how it affects the evaluation process
- Three things you DON’T have to do when reviewing workers protected by the ADA

### **SOA-DOA-DOPLR: Disability ‘Association’ Discrimination: What is It? And How to Avoid It (ADAS)**

In this 7:47 minute Rapid Learning Institute Quick Take you will learn:

- How to recognize situations that involve disability “Association” discrimination and how it differs from ordinary employee disability
- What you have to do in such situations - and what you don’t have to do

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*(Rapid Learning Institute Online Continued from page 5)*

### **SOA-DOA-DOPLR: Drink, Drugs and Disability Discrimination (ADAD)**

In this 7:29 minute Rapid Learning Institute Quick Take you will learn:

- How anti-discrimination law applies to employees with substance abuse problems
- What you can and cannot do in applying performance standards to these employees
- An important insight into handling issues involving employees and substance abuse

### **SOA-DOA-DOPLR: Employees With Mental Health Issues: What Every Supervisor Must Know (MNTI)**

In this 9:13 minutes Rapid Learning Institute Quick Take you will learn:

- The first mistake many managers make when confronted with a mental health issue
- Three key points to remember when dealing with potential mental health issues
- How to handle certain special situations that may arise involving these issues

### **SOA-DOA-DOPLR: Coaching: Framing Corrective Feedback in a Positive Way (FDPA)**

In this 4:47 minute Rapid Learning Institute Quick Take you will learn:

- How a coach can frame corrective feedback in a positive way
- Why that doesn't mean sugarcoating bad news or pulling your punches
- Why this approach is far more likely to result in behavior change than traditional ways of delivering corrective feedback.

### **SOA-DOA-DOPLR: Coaching: How to Help Employees Bounce Back After Failure (BNCE)**

In this 5:50 minute Rapid Learning Institute Quick Take you will learn:

- What works to help employees recover from failure – and what doesn't work
- How you can encourage people to forgive themselves for failing -- while still holding them accountable
- A three-step model you can apply to help people bounce back.

### **SOA-DOA-DOPLR: Managing Workplace Stress: How to Stay Productive Under Pressure (MGST)**

In this 5:05 minute Rapid Learning Institute Quick Take you will learn:

- The results of a study on people working in one of the most high-stress workplaces you could imagine,
- How a series of short, simple exercises resulted in a surprising boost in productivity and kept stress at bay.

### **SOA-DOA-DOPLR: Compliant Investigations: Compliance Training for Managers and Supervisors (INVT)**

In this 55:29 minute Rapid Learning Institute program you will learn:

- The steps involved in complaint investigations
- What to do when a complaint surfaces
- How to handle it properly from the get-go

SOA-DOA-DOPLR: FMLA: Compliance Training for Managers and Supervisors (CMPT)

The FMLA tops the list of frustrating challenges for managers. The law is complex, confusing and easily abused by dishonest workers who want to "game the system." To make matters worse, the price of mishandling an FMLA situation is high. To keep your organization out of legal trouble, your managers and supervisors must understand the rules and know what to say and do when faced with an FMLA request.

In this 42:42 minutes Rapid Learning Institute program you will learn:

- The 2009 FMLA revisions
- Guidance on how to deal confidently with FMLA without burying you in confusing legalese