Can you believe we are already talking about the Winter Service Project in this issue of Staff Matters?? The summer went all too quickly and fall is following in its footsteps. With fall and winter we enter a time of gratitude, celebration, and festivities. I hope each of you take time during this busy season to breathe and reflect on all that you are grateful for.

In this issue you will find a couple of volunteer opportunities to consider including the Winter Service Project sponsored by the Office of Staff Development, the University sponsored Food Drive, and Emory Cares Day of Service. Is your department planning to do a service project this winter? If so, I’d like to know about it! If it is something that others can participate in — depending on the timing, I may be able to help spread the word. Please take pictures of you and your colleagues to put in future newsletters. See members of the Dean’s office on page 5.

I hope you enjoyed the Staff Appreciation Carnival held August 2, 2013. Check out the last two “bonus” pages of photographs from the event. *If you were the lucky winner of the Theater Emory tickets and haven’t claimed your prize—please present the paper you received with information about obtaining your tickets to me (Rachelle Lehner) or Jennifer Morton.

As always, feel free to contact me with any questions, suggestions, or feedback.

Dean Larsen to Address Faculty, Staff, and Students

You are invited to hear Dean Larsen speak about the progress and future directions of the SOM. Please join us in the WHSCAB Auditorium on November 13th at 4:30 pm with a reception to follow. Even if you can only stay for a little while, come hear what is happening in the School of Medicine. RSVP to Helen Fogelman

Emory Cares International Service Day
November 9, 2013

Emory Cares Day registration is live! Register here by November 1 at 11:59pm: https://secure.www.alumniconnections.com/olc/pub/EMR/event/showEventForm.jsp?form_id=161952

Originally established as an alumni service day, this world-wide day of service now includes current Emory students, staff, and faculty. Emory Cares Day is a partnership between Volunteer Emory and the Emory Alumni Association (EAA). The 2013 Emory Cares Day will take place on November 9, 2013.
New Staff Orientation - Welcome to the School of Medicine

The next School of Medicine New Staff Orientation will be held November 7, 8:00am-12:00noon. All new hires between June 13th and the date of the orientation should attend, as well as any temporary employees with intended assignment length of 3 months or longer. Been here awhile? All staff are welcome to attend to refresh their knowledge of resources.

Register in ELMS—Search > SOM.

(It is not necessary for Post-Docs to attend this Orientation, as there is specific on-boarding/orientation for Post-Docs.)

Cost Savers

In these challenging economic times, it is always nice to know of useful cost savers.


Looking for a deal on a treadmill? Check out this link to save $400: http://www.offers.com/samsclub/1727665/

Planning to travel for the holidays? Peachy Airport Parking is offering a special rate for Sparkfly members! Only one mile north of the Atlanta Airport, the brand new Peachy Airport Parking is only $6.50 per day for outdoor and $8.50 per day for indoor parking. Present Sparkfly membership card when leaving the lot and the rate will be reduced to the special rate. For details on this and other parking discounts visit: https://emory.sparkfly.com/categoryad.html?mid=4fe89022-53ec-6217-ccf5-684ae95e9ab. You will have to enter your Emory login information.

HR Learning Services

Classroom-based Classes
These classes are offered by Human Resources Learning and Organization Development. Please contact LaSheree Mayfield at 404-727-7607 with questions.

Registration in ELMS required.

Achieving Your Leadership Potential
Wed, November 6th, 8:30 am – 12:30 pm, $60

Fantastic Service Behaviors
Tues, November 5th, 8:30 am – 12:30 pm, Free

Communicating with Impact
Wed, October 23rd, 8:30 am – 12:30 pm, $60

Project Management
Tues, December 10th, 8:30 – 5:00 pm, Free

Colleagues in Crisis

This time of year can be stressful for many reasons — holidays, money, families….If you are concerned about a colleague (or need assistance yourself) do you know what to do? Did you know that FSAP (Faculty Staff Assistance Program) has staff on call 24 hours a day, 7 days a week? Watch this short video to learn more about warning signs that someone might be in crisis and how you can help.

http://youtu.be/sLcNikh8I_U

For additional resources and an overview of the services FSAP can provide, visit their website: http://fsap.emory.edu/
Staff Member Spotlight

Alaina Shapiro is the Program and Event Coordinator for the Department of Radiology and Imaging Sciences. She joined the department in 2008 as a Communications Coordinator. Prior to joining Emory, she studied Journalism and Public Relations at Georgia State University. Alaina has numerous years of experience with fundraising, public speaking, and volunteer activity for local non-profit organizations.

Alaina plays an integral role in coordinating programs and events for both University and Emory Healthcare employees in Radiology. As an energetically involved team member of the Office of Strategic Integration in the department, her office is located in the Emory University Hospital. Alaina coordinates numerous aspects of departmental programs such as the Radiology Leadership Academy, the Service Excellence Institute, and other faculty and staff professional development activities. Additionally, she organized annual department events, such as the holiday party, Heinz S. Weens Memorial Lecture, and even the welcome and farewell receptions for the residents and fellows.

While planning each program, her position requires attentiveness to arranging every last detail to optimize the learning experience for program attendees. Alaina’s vision, creativity and organizational skills all play a vital role in the success of the events. During each program, Alaina makes herself available to ensure that all the details are properly in place and things run smoothly throughout the meeting. Depending on the size, budget, and other details for a particular event, planning and implementation can take anywhere from 20 hours to over 150 for large-scale events.

Continued p. 8

For the next issue, please send Rachelle Lehner (rlehner@emory.edu) the name of someone you would like to see highlighted in Staff Matters! This is your newsletter; make it meaningful to you!

Ergonomics Center

Ergonomics is employed to fulfill the two goals of health and productivity. The subject of ergonomics is extremely broad and in this section we will look at your wellness at work along with ergonomics.

Does your job require you to stand for long periods of time? If so, try to follow these guidelines:

- Legs, torso, neck, and head are approximately in line and vertical.
- Always face the object of work.
- Keep body close to the work.
- Adjust the workplace to get enough space to change working position.
- Use a foot rail or portable footrest to shift body weight from one to the other leg.
- Use a floor pad for hard and/or cold surfaces as this facilitates the body's natural (swaying) movement.

Also, be sure your work surface is at the right height for your tasks:

- Precision work, such as writing or electronic assembly – 2 inches above elbow height; elbow support is needed.
- Light work, such as assembly-line or repetitive movement (pipetting) - about 2-4 inches below elbow height.
- Heavy work, demanding downward forces - from 8-16 inches below elbow height.

Remember—you can designate your My Emory contributions to the SOM Office of Staff Development.
Winter Service Project

Once again the School of Medicine will be coordinating an ‘angel tree’ type of service project for anyone who would like to participate. This year we will be providing gifts for children and parents living in the Jerusalem House (www.jerusalemhouse.org) and Nicholas House (http://nicholashouse.org). Last year we provided gifts to over 150 individuals!

We will be receiving wish lists from the agencies soon! Please consider fulfilling a child (or parent’s) wish list. You can provide for one child or several children, an adult, or an entire family — it is up to you. You can also go in with others in your department to provide for a child/children/adult/family.

Watch your email in the coming weeks for a form to fill out letting us know you want to help!

Have Ideas for Staff Matters?

Send ideas and feedback to
Are you one of the 15% of university employees currently caring for an aging or sick adult or an adult with special needs?

Are you one of the nearly 60% of university employees who anticipates having to care for an adult loved one in the next few years? Do you provide support to a family member caring for an aging parent or relative from a distance?

If you answered yes to any of the questions above you may be interested in learning about a new employer-sponsored benefit available beginning November 1, 2013 for all Emory University employees. The Emory WorkLife Resource Center proudly introduces Emory’s Professional Care Management Program provided by LifeCare - another example of best practice to help support the needs of employee caregivers at the university.

Register now to attend an onsite presentation by LifeCare, Inc. about this new benefit.

Introducing Emory’s Professional Care Management Program
November 7, 2013
12-1:30 PM
Emory University – Main Campus
Goizueta Business School – Boynton Auditorium

This workshop will be recorded and available on the Emory WorkLife Resource Center website for employees unable to attend.

Learn more now about Emory’s Professional Care Management Program to help you care for you loved one.

Contact Audrey Adelson at (404) 727-1261 if you have any questions.

This is your newsletter...

Please consider how you can contribute to future Staff Matters issues. Who do you know that deserves recognition? What is happening in your department that other staff should know about? Have you read any good work related books you would like to share with others? Have you attended a training session or conference that you would like to tell other staff about? These are just some of the ways you can contribute.

Writing not your ‘thing’, but still want to get more involved? Talk with your supervisor about representing your department on the SOM Staff Development Council for 2014. Nominations will be sought in November for the coming year. Members of the Council help plan the activities (and communications) you see come from the Office of Staff Development. If you want to know more, talk with your department’s representative. You can find a list of the representatives here: www.med.emory.edu/staff/council/membership_list/index.html

And, as always, you can contact me (Rachelle Lehner) if there is anything I can do to serve you.

Annual Open Enrollment

Don’t forget — Open Enrollment for your benefits ends November 4th! Get all the information you need here: www.hr.emory.edu/eu/annualenrollment/.

SOM Dean’s Office participates in the Winship 5K
What are you and your colleagues doing in the community?

Save the Date:
2014 Winship 5K
Saturday, September 27, 2014
Compass Classes

The following Compass class sessions are now available for enrollment through the Emory Learning Management System (ELMS):

- Accounting Basics
- Reporting Basics
- Working with nVision Reports
- Inquiry and Query Basics
- Expense Reports
- Budgeting Basics

Notes:

- Participants should have at least three months’ experience running nVision reports and have a working understanding of Excel spreadsheets before signing up for the Working with nVision course.
- The Budgeting Basics course does not include specific information on Grants and Sponsored Programs.
- Compass courses DO NOT cover Compass navigation. In the Compass Online Reference Guide, please read the Compass Fundamentals, especially the following sections, before attending any Compass classes: Navigating in Compass and Basic Compass Financial Concepts

Courses for Grants and Sponsored Programs

The Financial Management Using Compass: Grants and Sponsored Programs course is for employees with fiscal responsibilities for grants and/or contracts. Designed to be a companion to Reporting Basics, this course leverages existing data and resources to provide a more concise picture of the Grants enterprise within the overall Compass structure. The course can be taken in person, or the documents can be reviewed online on the OSP and OGCA training page.

Prerequisites for Grants Courses

- The Reporting Basics course is a prerequisite for attending Financial Management Using Compass: Grants and Sponsored Programs.
- It is also recommended that you attend the Inquiries and Queries Basics course prior to taking Financial Management Using Compass: Grants and Sponsored Programs.

Details regarding times and locations for Grants courses can be found at: http://www.oega.emory.edu/education/courses.html. For information on Grants courses, please email Demetrice Bryant at demetrice.shuntese.bryant@emory.edu.

Employee Hardship Fund Exceeds $100,000

With the generous support from the Emory Community, the Emory University Hardship Fund has exceeded $100,000 in donations. The Fund was established to provide emergency financial assistance to staff and faculty members who are experiencing a temporary financial hardship due to a catastrophic event. To date, 54 applications for assistance have been approved receiving a total of $66,539 (awards have ranged from $385 to $2000). For more information: www.emory.edu/hardshipfund/index.html

Please consider a one-time or on-going contribution to the Hardship Fund. Make an online gift through the Campaign Emory site. Contributions to the Fund can be made by credit card (Visa, MasterCard or American Express) or by requesting to be billed.

Payroll deduction. Contributions can be made through payroll deductions via the “My Emory” module in PeopleSoft Employee self-service. For instructions on how to access, click here. (Not viewable in Firefox)
The Learning & Organizational Development Department offers several year-long programs for staff to develop their leadership skills. Check the following links for more information and application information:

- Manager Development Program
- Supervisor Development Program
- Administrative Professional Program
- HR Rep Certification Program
- Mentor Emory (Mentor)
- Mentor Emory (Mentee)

**Congratulations** to the SOM Staff who graduated from one of Learning Services programs in 2013.

**Supervisor Development Program**
Helen Heju, Core Labs

**Mentor Emory — Mentee**
Kavita Patel, Pediatrics
Latoya Geter, Emergency Medicine
Mary Ryles, Medicine
Rhoda Sanders, Pathology
Margo Blake, Medicine
Barbara Buehrer, Graduate Medical Education
Nanette Rushing, Emergency Medicine

**Mentor Emory — Mentor**
Mallard Benton, Ophthalmology
Rachelle Lehner, Dean’s Office
Lynn Morelock-Roy, Animal Resources
James Tambah, Graduate Medical Education
Shakyla Smith, Emergency Medicine

**Changes to Performance Management at Emory**

Across Emory a campaign is underway to inform the Emory community of changes to the performance management system (i.e., how staff will be evaluated and what competencies staff will be evaluated on) beginning in the coming year. General information has been distributed by University HR via News You Can Use and other University communications. In the SOM, we have been training supervisors and asking them to share key information and changes with their staff members. The University is also developing additional training options for staff which are anticipated to be announced in the Spring.

There are three changes to be aware of: new competencies, new rating scale, and an electronic evaluation form. First, the new competencies were developed by a team of HR professionals from across the University over a two year period in response to survey data indicating employees did not feel like the existing competencies were clear enough or aligned with the University mission. Once the competencies were developed, they were vetted to and approved by senior leadership, including Mike Mandl (University Executive VP for Business and Finance). All Emory University staff will be evaluated on the same core competencies (schools/divisions can add additional competencies if desired, but the core competencies will remain the same). The new core competencies are: Building Trust, Collaboration, Communication, Delivering Results, Problem Solving, Taking Initiative, and Functional Knowledge and Skills. An optional competency based on job responsibilities is Service to Others/Customer Focus. Detailed descriptions of these competencies can be found on the Performance Management Website.

The second change is to the rating scale — feedback from the surveys and focus groups indicated a need to re-evaluate how we recognize someone who is doing a good job and consistently meeting expectations. Additionally there are now two categories for exceeding expectations, which is anticipated to add more consistency in the delivery of ratings across the University. The new scale can be found here.

Finally, University HR is working on an on-line evaluation form, as well as an on-line self evaluation form, that will eliminate the need for paper evaluations. More details on these electronic enhancements will be shared in the Spring.
Do you get the most out of Outlook? One simple trick many people are not familiar with is “seeing” other people’s schedules without having been granted access to their calendar. If you are scheduling a meeting and want to look for a time that works for most of the attendees you can easily see their availability (in most cases).

In Outlook Calendar: Click on “New Meeting”. On the “To” line, enter the meeting participants. Click on “Scheduling Assistant” (you can also enter then names here instead of on the “To” line). For most people who utilize the calendar in Outlook, you will see colored bars indicating when they are busy or out of office. Times with no bar are available times. If you are looking for the best meeting time, look for the time that appears open for most of the participants. There are many other tools to assist you with scheduling — for example the calendar to right allows you to move to different dates quickly and easily and the coloring in that calendar (which corresponds to the list below it) indicates how many of the invites are available.

Once you find a time that works, you can schedule (send a Meeting Invite) by clicking on the tab at the top that says “Appointment”. The participants, date and time will populate based on what you chose on the previous screen — or you can enter it. If you change anything — be sure to go back to the Scheduling Assistant to look at availability again. Be sure to include a “Subject” and “Location”. You can add notes, an agenda, or any other information in the box and the recipient will see this when they receive the invite. Finally, hit “send”.

Participants will receive an email “invite” and they will be given the option to say “Accept”, “Tentative”, “Decline” or they can propose a different time. You will be able to track responses by clicking on the “Tracking” button. This will show you at a glance who accepted or declined and who hasn’t responded.

While there are more aspects to this scheduling feature, I hope these tips help you get started!

In addition to her current job responsibilities, Alaina is an active member of several committees including the SOM Staff Development Council, Radiology Service Excellence Institute and Radiology Welcome Committee. She has taken leadership roles on these committees by coordinating various event details, taking meeting minutes, and even organizing new faculty and staff orientations.

Alaina enjoys working at Emory because of the relationships she has built during her six years at the University. “The employees really care about not only our patients but each other and become more like a family by caring for you as well. They are invested in your personal and professional growth. There are endless opportunities for furthering your education and gaining valuable experience.”

Alaina’s biggest life achievement is being in remission and cancer free for 15 years now. Her positive attitude and optimism helped her make it through challenging times. Two years ago, Alaina lost her mother to cancer and, although it has been difficult, her mother’s strength and positive attitude continued to keep Alaina strong. She feels passionately that, “my mother is my inspiration and proof that we all can be survivors. Live every day to its fullest and realize that tomorrow is a new day. With each new day, you are given the opportunity to make it great!”

An effective coach meets people where they are. As you coach your employees to develop their skills or improve their performance, set them up for success by understanding how they learn best and adjusting your methods accordingly. Some people may prefer learning in the moment, through intense experience and goal-directed action. Others may favor retaining information reflectively, through sustained meditation and analytical thinking. Coaching will likely involve some combination of these two approaches. With people who prefer an active style of learning, for example, communicate dynamically and encourage on-the-job experiments. With reflective learners, communicate thoughtfully and allow adequate time for them to rehearse quietly on their own. By tapping into their preferred styles, you will engage employees more deeply and find an approach to learning they feel motivated to follow. As a result, they’ll make greater—and faster—progress toward their goals.

Adapted from The HBR Guide to Coaching Your Employees.
Congratulations!

The following staff members have served the School of Medicine for 30, 25, 20, 15 or 10 years respectively!
Thanks for all you do (and have done) for the School of Medicine!

35 Years of Service
Stacy Johnson’ Medicine
Debbie Monyak, Surgery
Judy Rabern, Anesthesiology

30 Years of Service
Phylis Austin, Orthopaedics
Jane Moss Caudle, Medicine
Susan Summers, Cell Biology

25 Years of Service
Lore Parran, Pharmacology
Tammie Starks, Biochemistry
Vertis Walker, Surgery
Jacqueline Wirth, Micro/Immunology

20 Years of Service
Bonnie Chappell, Medicine
Jenine Clifford, Medicine
Jill Cuestas, Emergency Medicine
Keir Gray, Continuing Med Ed
Virginia Harrow, Radiology
Laquanda Jackson, Family Medicine
Joyce Marshall, Medicine

20 Years of Service (cont.)
Monica Nunn, EMCF
Cindy Parry, Pediatrics
Dahnhide Taylor, Micro/Immunology
Toni Thomas, Psychiatry
Debra Zingarelli, Radiology

15 Years of Service
Leah Bellamy, Radiology
Dario Carrasco, Physiology
Rivka Elbein, Surgery
Sandra Greenwood, Surgery
Patricia Kowalczyk, Dermatology
Daniel MacFarlane, Radiology
Beth Matthews, Human Genetics
Richard McAdam, Emergency Medicine
Anita Riojas, Neurosurgery
Walliang Rose, Pathology
Dorcas Salazar, Ophthalmology
Bonnie Seidel-Rogol, Medicine
Leita Young, Biomedical Engineering
Yan Zhang, Family Medicine

10 Years of Service
Ritanza Abron, Medicine
Latasha Alexander, Human Genetics
Ghazia Hum, Human Genetics
Tiffany Benton, Radiology
Stacey Bing, Urology
Mary Bower, Medicine
Krista Charen, Human Genetics
Sherry Dey, Psychiatry
Martha Dimant, Pediatrics
Xiaokun Ding, Biochemistry
Annette Lloyd, Pediatrics
June Olmsted, Radiology
Ming Shen, Pediatrics
Chengjing Zhou, Pediatrics

Note: Individuals listed are 3rd quarter 2013 service award recipients per Human Resources