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Human Resources Advisor June 2019



Milissa's Minute

Most of you have heard the saying that our people are our most valuable resource. I'm also a strong supporter of the idea that engaged employees are 100% committed with their hearts, hands, and heads for the time they are with us, enhancing our ability to succeed in supporting our students through to graduation.



While both of these perspectives may seem a bit cliché, they also ring true to most employees. We simply cannot succeed without the gifts and contributions of our employees. In order to maximize these blessings, a regular look at the talents and contributions of our team members is important to be able to strategically plan for continued growth and progress.

The month of June brings reflection and planning in many forms including our Talent Management Review meetings. Each department leader is required to meet individually with the members of their team to review the past year's accomplishments and set strategic goals for the coming year. This process is our greatest opportunity to lift up the value of our employees' talents while also identifying areas for development and growth.

As an employee, you can expect the following:

- An opportunity to conduct a self-evaluation of your progress for the year
- A focused meeting time where feedback is provided and goals for your position are set
- Discussion regarding your personal goals and how your department leader may best support you toward reaching them
- Collaboration with your department leader to establish your personal business plan for building the skills, knowledge, and experience needed to maximize

A few things to keep in mind to ensure this is a productive and beneficial experience:

1. Be prepared: spend time in thoughtful consideration of your contributions and areas for development.
2. Be open: remember that feedback is integral to growth and receive it with an open mind.
3. Be realistic: while there is a five-point rating scale, department leaders and employees are encouraged to remember that a rating of "3" is indicative of solid performance.
4. Be reflective: review your talent management review from last year and determine how you performed in the areas for development and the goals established for you.
5. Be collaborative. The review meeting should be collaborative in nature, allowing both you and your department leader to celebrate your successes and plan for growth. While rankings are helpful, the narrative portion of the review tends to be the most impactful for future success.

Please keep in mind that Talent Management Reviews are due to Human Resources no later than Monday, July 1.

Mandatory HR Trainings

Several sessions and opportunities for the mandatory HR trainings (Title IX, FERPA, Avoiding Harassment, Diversity in the Workplace) were held January 2019 - May 2019. At this time there will be no further sessions of these trainings offered in 2019. If you were unable to complete this requirement through the live trainings, you will be assigned to the online SafetySkills modules for those trainings you missed. Once added, you'll receive an email with additional information.

If you have any questions regarding your training, please contact Bethany Chan at bchan@csp.edu or (651) 641-8224.

Golden Bear of the Month

A Golden Bear exemplifies quality customer service, noteworthy extra efforts or has demonstrated trust and respect in the workplace. Three nominees are selected monthly to recognized exceptional efforts in making the university an extraordinary place to come to every day. Employees that are eligible are the Executive Team, Faculty, Adjunct Faculty, Full, and Part-Time Staff. An eligible employee being



**Please congratulate our April Golden Bear Winners!
Cristopher Gibson, Haley Olson & Jennifer Carlson (not pictured)**

Nominate a Golden Bear

We are currently accepting nominations for the Golden Bear of the Month award for May! Peer recognition is defined as the genuine expression of appreciation exchanged between co-workers. Nominate a colleague for recognition of service above the call of duty and in the spirit of the Concordia mission and promise statement. To do so, simply [click here](#) and submit a short description of why your colleague deserves to be named Golden Bear of the Month.

ALL ARE WELCOME RECAP

Now that we have a better understanding of the landscape of higher education, we want to start relating the content from the Be Our Guest book to our daily interactions with students and each other. Over the summer, each Monday HR sends an email including the following - the segment we're reading as a group, a quote and a discussion question.

The discussion questions are meant to challenge us to explore where we can improve our customer service experience in working with others as individuals and as teams. We encourage you to add to these questions as well and discuss them in

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So what exactly is happening in the Fall?

The Fall All Are Welcome Planning Session will take place on August 27. We recognize that this is a very busy time on campus. While we would love it if all could attend, we are hopeful that at a minimum we will see some delegates from each office. This event will include group sessions to discuss how to best implement the All Are Welcome readings from Be Our Guest. Together, we will define our pledge statement for this initiative. The focus of the pledge is to capitalize on the magic of Concordia Saint Paul, which is to support students to persist to graduation through quality education and exceptional experiences.

Readings To Date:

| | | |
|------------------|-----------|--|
| Week 1 - May 20 | Chapter 1 | Disney's Approach to Quality Service (p. 1 – 11) |
| Week 2 - May 27 | Chapter 1 | Disney's Approach to Quality Service (p. 12-26) |
| Week 3 - June 3 | Chapter 2 | The Magic of Service (p. 27 – 38) |
| Week 4 - June 10 | Chapter 2 | The Magic of Service (p. 39 – 56) |

Here are just a few snippets from some of the amazing responses to the discussion questions we've received thus far!

Where do you see magic at Concordia St. Paul?

- "I see the magic in our students as they discover their niche, passion, or calling." – Kimberly
- "Concordia is immersed in the spirit of Lutheran Heritage with the opportunity to attend daily Chapel and having a CSP Ministry team on campus." – Kristi Samson
- "We come together in many different ways to help our students be successful." – Steve Mandersheid

How do you "bump the lamp" in your role or as a team in your department?

- "We offer students and families complementary tickets or invitations to campus events" – Leah Martin
- "When we understand the changes that are occurring around us, we are able to respond in-kind, remaining true to our mission while better serving our students today." – Mark Schuler

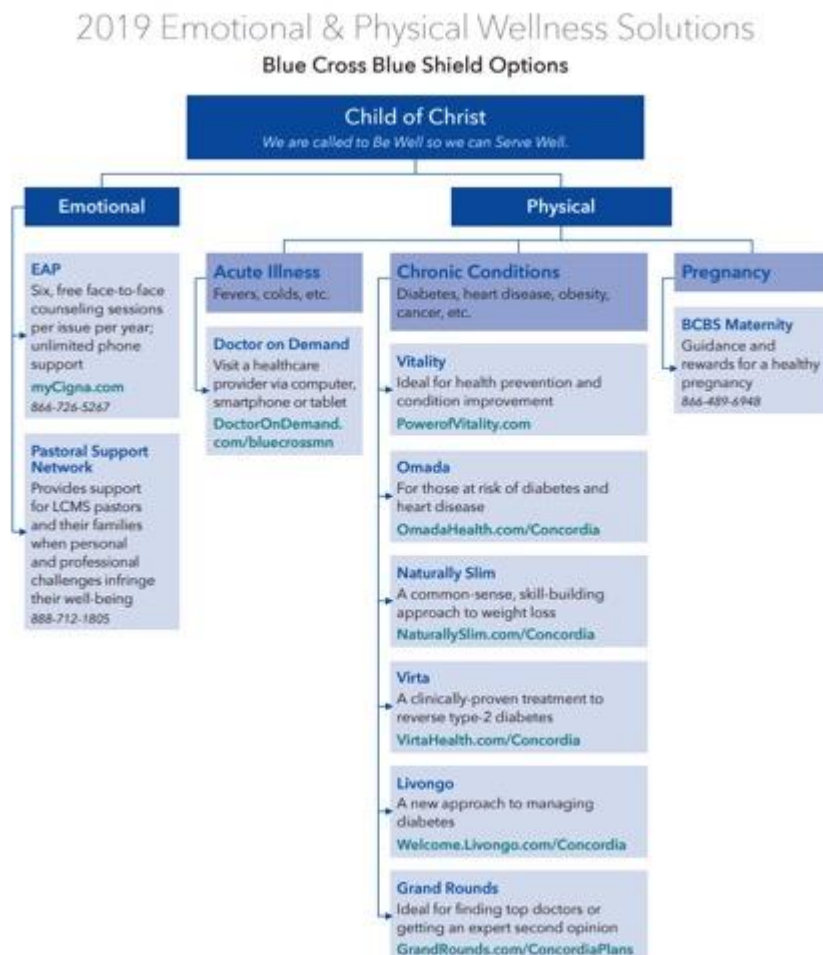
What are the needs, wants, and emotions of your guests? What are some stereotypes they have about your role or your department?

- "In our role as faculty we must challenge our students, but be sure to do so in a healthy, goal-driven manner." – Jean Rock & Steve Manderscheid
- "Meeting the needs of our students is, at its best, acting as servants for them, as Christ served us." – Mark Schuler

positive learning experience, recognize ways to support each individual student, make sure students know about available resources, and encourage the student to keep making progress.” – Kelly Sadlovsky

We invite you to continue to send your discussion questions responses as we continue reading this text together throughout the summer months.

WELLNESS



Walk-A-Thon

Walk-A-Thon Teams are battling it out all June! Awards will be given to the top team and the top individual with the most steps. Stay tuned to see who wins!



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|-----------|-------------|-------------|
| Ruby | 323,247 | |
| Emerald | 311,078 | |
| Topaz | 267,449 | |
| Sapphire | 261,408 | |
| Citrine | 240,532 | |
| Jade | 228,897 | |
| Garnet | 224,722 | |
| Tanzanite | 222,421 | |
| Peridot | 203,181 | |
| Onyx | 179,717 | |
| Zircon | 177,599 | |

| Name | Team | Total Steps |
|---------------------|----------|-------------|
| Jonathan Breitbarth | Obsidian | 174,761 |
| Sarah Jahn | Citrine | 128,844 |
| Drew Boatman | Emerald | 123,169 |
| Kathy Fagen | Onyx | 122,068 |
| Lana Huberty | Ruby | 111,838 |
| Brenda Davies | Zircon | 107,361 |
| Debbie Tewes | Obsidian | 90,800 |
| Kendra Saal | Jade | 88,295 |
| Haley Olson | Ruby | 87,413 |
| Allison Meadows | Garnet | 83,443 |

CSP Healthy Recipe Search

We're looking for your recipes! We have an opportunity to submit up to 5 recipes for a wellness contest. If you have a healthy recipe you're especially proud of, please submit it to Bethany Chan at bchan@csp.edu no later than June 21st along with a picture of the recipe (or better yet – YOU with your dish!)

Recipe options include:

- Breakfast
- Snack
- Lunch
- Dinner
- Beverages
- Desserts

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8:30 a.m – 4:30 p.m.

AD 111

*Questions or comments
regarding the Human
Resources Advisor can be
directed to Bethany Chan:
bchan@csp.edu or 651-
641-8224*



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