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STATE COLLEGES
& UNIVERSITIES

**Human
Resources**

*Building a
workforce
that delivers
excellence
in education*

The Minnesota State Colleges and
Universities system is an Equal
Opportunity employer and educator.

HR Newsletter

Integrity • Collaboration • Innovation

Happy New Year! Now, What's Your Resolution?

By Melissa Schutta

Welcome to 2011! The holidays are finally behind us, which means that the eerie silence that filled your office throughout the last few weeks is over. In its place is the hustle and bustle of a new year, and for most, a new semester. The feeling of celebration and newness has given way to a renewed sense of urgency as we realize that both the academic and fiscal years are half over, and that many of our goals have been stuck in a pile on our desk, waiting for both thought and action. And amid all of this, we're supposed to take the time to decide how to make ourselves better this year. A resolution? Who has time for that?

So much for stopping to smell the flowers, eh? Or maybe, in our case, stopping to admire the snow piles may be a more appropriate expression—this is Minnesota in January, right?

So rather than find more reasons to stress or overwhelm yourself, simplify your life: make one resolution that you know that you will be able to stick to. If you do it right, there's one accomplishment that you can pat yourself on the back for later this year. Can you commit to communicating better with those you work with? Or maybe you can resolve to spend

the last 30 minutes of each Friday afternoon to clean and organize your desk. These small things could make your life easier, make you more effective at work, and make you feel better, yet they're practically stress-free. It's not like you're vowing to get back the body that you had at 18—really, who *actually* follows through with that?

My personal resolution this year is to streamline my workflow by spending the last ten minutes of each and every workday on a to-do list for tomorrow. I can't figure out how this could possibly backfire on me. Can I stick to it? I believe that I can. Will it cause additional stress in my life? Possibly—especially if I am trying to get something done at the last minute and don't want to make the time to complete my list. But the payback should outweigh the stress. An organized, up-to-date, well-thought task list should ultimately relieve much more stress than it causes. It's a small change that could bring great rewards, and that is what a resolution looks like when it's something that you can stick with.

So what will you resolve to do to simplify and improve your life this year? Whatever it is, just remember to keep it simple.

Important Dates to Remember!

January

- 17 Martin Luther King, Jr. Day Holiday
- 26-28 Art of Supervision—Inver Hills CC

February

- 10 Winter CHRO Meeting – Office of the Chancellor
- 10-11 Science of Supervision— Saint Paul College
- 21 President's Day Holiday

March

- 2-4 Art of Supervision—Winona State University

April

- 26 Spring CHRO Meeting—Minnesota Landscape Arboretum
- 27 Spring HR Meeting—Minnesota Landscape Arboretum

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Human Resources Division Changes: Restructure Brings Improved Focus

As announced by Lori Lamb, Vice Chancellor for Human Resources, the system HR functions in the Office of the Chancellor have been restructured. This reorganization is meant to create a flexible structure that responds to a changing environment and effectively partners with campuses and other OOC units, thus providing the best possible services to campuses. The three units in HR are now Employee Relations, Operations and Talent Management.

The new Employee Relations unit, led by Chris Dale, consists of staff formerly in the Labor Relations unit, as well as Faculty Compensation and Credentialing personnel. The unit is responsible for labor contract negotiation, implementation and administration, salary setting/review and credentialing. It is now the primary unit responsible for assisting campuses with adherence to the many laws and regulations affecting employment. Employee Relations interacts with MMB on development of the Commissioners and Managerial plans, and will take over much of the advising on the Personnel Plan for MnSCU Administrators formerly handled by Linda Skallman. In order to facilitate the Employee Relations unit's concentration on contract negotiation and implementation, Toni Munos has decreased her involvement with the HRIS system and adds salary review functions for the four-year universities to her plate. Finally, to facilitate Chris' assumption of management responsibilities for the unit, account assignments of the LR staff have been modified.

The Operations unit, led by Linda Skallman, will handle our HRIS, retirement plans, HR data, technology integration, compensation, classification, and general assistance to campuses in the area of employee benefits. This unit will continue to change over the next couple of years as expected retirements result in reconfiguring and realigning some of the work of this unit. Heather Kidd has taken on management of the HRIS and technology integration functions. She will also act as the liaison to the HR Data Specialist position which is now housed in the Research, Data Analysis, and Reporting unit under the direction of Craig Schoenecker. All of the functions in the Operations Unit work to support campus HR Offices by managing or administering systems or programs which are system-wide or state-wide in nature.

The Talent Management unit, led by Anita Rios, provides leadership and support in attracting, retaining, and developing employees to meet current and future educational needs. Current services provided to campuses include:

Talent Acquisition: consultation on recruiting and hiring procedures; implementation of applicant tracking systemwide; coordination/management of presidential searches.

Employee Development: systemwide training through e-learning delivery on required topics; assistance on instructional design and delivery; customized development programs for campuses upon request (Dee Anne Bonebright is working on a 6-month contract to provide support for this area, while on leave from the University of Minnesota.)

Leadership Development: systemwide programs include: supervisory training (statutorily required), administrator development, and the Luoma Leadership Academy (cohort-based, one-year program); customized leadership development sessions for campuses upon request (Todd Thorsgaard is assuming increased responsibilities for leadership development.)

Developing areas under talent management include: systemwide workforce planning, onboarding, performance management, and succession planning. These efforts are guided by a Talent Management Steering Committee who represent employees from across the Minnesota State Colleges and Universities system.

Upcoming Administrator Development Seminars

*More details and registration
available in STARS*

Effective Coaching

Feb 16th, 8:30 a.m. - 12:30 p.m.

April 14th, 1:00 p.m. - 5:00 p.m.

Do you remember a formal or informal coach who truly helped you in your development? What was it about this person that made a difference? As supervisors, it is easy to get lost in the day-to-day shuffle of directing work and handling your own duties. This session will give you an opportunity to learn and reflect on how to be a coach who truly develops your employees. Special emphasis will be given to hands-on practice and discussion of techniques that have worked in coaching good performance, poor performance, and everything in between.

Polarity Management

March 9th, 8:30 a.m. - 12:30 p.m.

You will learn how polarity management can help you understand and address unsolvable problems, those that do not seemingly have a single best solution. Polarity management tools can be useful in handling complexity, addressing chronic problems, reducing resistance to change and intervening in conflicts between individuals or groups.

Conducting Effective Performance Reviews

May 11th, 8:30 a.m. - 12:30 p.m.

The performance evaluation often gets a bad name. It may be seen as just one more piece of paperwork to complete. When done well, however, the performance evaluation is a powerful performance management tool that can help keep your work unit running smoothly. It is also required by state law, and for good reason. People generally want to know how they are doing. Besides ongoing coaching and feedback, the performance evaluation gives you a formal opportunity to sit down with your employee for an interactive discussion about progress and future plans.

HR Department Profile: Alexandria Technical & Community College

Located in the heart of Minnesota, Alexandria Technical & Community College has become one of the most successful 2-year colleges in the state. And nothing could be possible without its fabulous and very experienced HR department staff! Let's get to know them:

Shari Maloney is the Chief Human Resources Officer for the college. She has been with the college for more than 33 years, and has been in HR since the merger over 15 years ago. Shari is responsible for managing the human resources and affirmative action areas of the college, and her favorite thing about her job is working with an awesome HR staff.

Annette Pavek is the Assistant to President/Director of Office Services. Like Shari, Annette has had a long career with Alexandria Technical & Community College: she boasts 32+ years at the college in various roles. Her current role requires that she act as assistant to the President, fosters staff development, works with classified staffing, manages the evaluation process, and acts as supervisor. Annette enjoys the excellent working atmosphere and superb co-workers throughout the college.



Pictured left to right: Ruth Dickey, Shari Maloney, Annette Pavek, Jolene Stumpf

Ruth Dickey's tenure with Alexandria began at the merger over 15 years ago. Her current position as Human Resources Specialist allows her variety in her job working to administer the HR payroll process, coordinate faculty credentialing, and manage the benefit and retirement programs for employees and retirees. Ruth's favorite thing about her job is the variety of work and the professional development opportunities that are available.

Jolene Stumpf is an Administrative Assistant providing support for HR, Facilities, the President's Office, the CFO and Safety and Security Officer. She has been with the department more than 17 years and enjoys working with such great people.

I asked them to answer a few questions about their team and they delivered excellent responses—there seems to be a few questions that could be answered at our next big meeting!

***Our department's mission or perspective on our role is...** to serve as a responsive resource for ATCC and serve our customers with integrity, sensitivity and professionalism.*

***Our department's strength...** We asked someone what they felt was the strength of our department and they said "stability." We decided to look at the definition to see if that fit. Definitions included: firmly established, enduring, steadfast, dependable. Between the four of us we have a total combined years of service at ATCC of 100 years. Yikes!*

***We believe that ATCC's strength is...** a rich history of which employees feel a part and is attested to by the 50 year anniversary that will be celebrated in April 2011. Also the caring aspect – excellent customer service from the bottom up and top down for students and internal and external customers.*

***As a department we draw inspiration from...** each other.*

***As a department we are motivated by...** knowing that what we do can brighten someone's day.*

***The funniest thing we can remember happening in our office is...** There is not enough room to tell the story here – you'll have to ask Ruth... (or ask any long term employee of the college about Ruth's famous "wave".)*

Getting to know... the Office of the Chancellor HR Staff

They're a voice on the other end of the phone, a support resource, a fountain of knowledge... but do you actually know who you are working with at the system office?



Janet Korpi
Director, Talent Acquisition

Describe your position here at MnSCU... *I guide and support the successful execution of the presidential and leadership searches throughout the MNSCU system. I also am responsible for identifying and helping to implement best practices in talent acquisition for the system.*

When you have an hour of free time, what do you like to do? *Generally share a meal with friends, family or a colleague over interesting conversation. However, there are times, when an hour with the television can be divine also.*

Tell us about your family... *I'm married, 2 children, daughter in college in Boston, son a junior at Chaska High School, and 2 pets, a tabby and a mutt.*

Are you a MN native? Where have you lived? *I was born in Bloomington, and have lived in Erie, Pennsylvania for three years and Columbus, Ohio for one year, both career moves I made.*

Where did you go to college and what is your degree? *St. Cloud State University, Bachelor of Elective Studies, with an emphasis in Marketing.*

What is your favorite book or who is your favorite author? Why? *I love Ernest Hemmingway's simple and direct style of writing. But I love to read fiction and non-fiction.*

If you could travel anywhere in the world, where would you go? *Croatia*

What do you want others to know about you? *We just got a dog from Underdog Rescue before Thanksgiving. She's two years old, and my daughter was the instigator of her joining our family. Sadie (her name now) is supposedly a mix of yorkie and silky terrier, but it's hard to know for sure.*

What are you particularly passionate about? *Nurturing curiosity...helping people get answers and learn, no matter their age.*

Do you have any interesting talents? *I've cut over 500 wedding cakes, and am quick and efficient at it.*

What is your favorite part of your job? *That every day I'm learning something new, and working with such a diverse group of talent.*

How would your friends had to describe you in five words or less? *Positive outlook, engaging, caring, creative and humble :)*

An Update on the Presidential Searches

By Janet Korpi, Director of Talent Acquisition

In the last few weeks, with a lot of support from the campuses, we have successfully kicked off three presidential searches for Anoka Ramsey Community College and Anoka Technical College, Century College, and Saint Paul College. Staff from the Office of the Chancellor, together with a consultant from the Pauly Group, met with many constituents on each of the campuses, including Anoka Ramsey's Cambridge campus.

I'm new to the Minnesota State Colleges and Universities system and I wondered what we'd hear from everyone during our meetings. Overwhelmingly, we heard students, administration, and faculty are strongly committed to their institutions. It was evident in each institution that there is a sense of community and collaboration at the colleges. That sense of community suggests just how valuable the community and technical colleges are in developing our future. For many students, our institutions offer them 'a hand' to get them into the workforce, or a 'bridge' when they're transitioning their careers.

When we asked constituents what we need in our future presidents, a common theme was visibility - leaders who would be visible around the campus and build relationships with everyone, on campus and in the community. Another comment we heard often was the need for our presidents to be able to foster programs that help students succeed, both in school, and later in the workplace.

And, once we left each campus, I was surprised by the impact everyone's voices had on me. I know that for myself it was an incredible learning experience. Visiting the campuses, and meeting so many constituents helped me understand individual issues and concerns. It provided a connection to the school, and when the candidates have their meetings on campus this spring, it will be important that every group and constituency are represented. An important take-away from the meetings was that as we go through the hiring process for these three presidents, we need to continue to foster and invite the participation of students, administration and faculty when candidates come on campus for the interviews. The attendance, enthusiasm, and support from everyone on the campus resonates long after the meetings and it will really help us to bring the 'best of the best' to our schools.

New Training Opportunities from the HR Operations Group

The Office of the Chancellor HR Operations unit will be offering some new regularly scheduled training for campus HR staff. Registration is available using STARS <https://secure.mnsu.edu/mnscupd/>.

The training opportunities will include:

A monthly WebEx addressing a specific area of HR operations offered on the third Thursday of each month. (Instructions will be sent out prior to each session.)

Date	Time	Topic
January 20th	9:30 AM	Retirement
February 17th	9:30 AM	Process a Work out of Class in SCUPPS
March 17th	9:30 AM	Summer Balloon
April 21st	9:30 AM	FMLA
May 19th	9:30 AM	Processing interim and acting unclassified appointments in SCUPPS and SEMA4
June 16th	9:30 AM	Position management from the HR standpoint

A bimonthly, in-person, New HR Employee Orientation focusing on HR processes, SCUPPS entry, and available online resources. This is an in-person training that will take place here at the Office of the Chancellor.

Date	Time	Location
Monday, January 24th	9 AM - 2 PM	Office of the Chancellor
Tuesday, March 29th	9 AM - 2 PM	Office of the Chancellor
Tuesday, May 31st	9 AM - 2 PM	Office of the Chancellor

Announcements

Congratulations!



Jill Frederickson-Kratzke,
Classified Staffing Specialist at Minnesota State University, Mankato, had twin boys Jacen and Jakeb on September 16, 2010.

MSU, Mankato Initiates Mentor Program

The Human Resources Department at MSU, Mankato initiated an Employee Mentor program in 2010. The program was born out of the Great Place to Work survey which showed a high number of employees who stated that they would utilize a mentor if there were a formal program available. For more information about the program, go to:

<http://www.mnsu.edu/humanres/mentor/>

MSU, Moorhead Welcomes New CHRO

Corey Moriyama has filled the position of Director of Human Resources at MSU, Moorhead. Corey began working in his new position on Monday, January 10th on a transitional basis as he relocates from Seattle. In the meantime, interim Director, Herb Trezn, is working with Corey and other MSUM staff to assure a smooth transition.