



Human Resources

<http://hr.okstate.edu>

INSIDE HUMAN RESOURCES

Timely Information
For Managers, Supervisors,
Directors and Support Staff

March 2011

What's Inside:

- OSU Phased Retirement Program
- March Health Screenings
- Spring Executive Briefing: Creating a Service Quality Culture
- Heart Healthy Webinar
- Staff Appreciation Day Picnic
- Mark Your Calendar!
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OSU PHASED RETIREMENT PROGRAM

OSU is implementing a phased retirement program that will allow tenured faculty who meet the age requirement for full social security benefits within one year of retirement, and who meet OSU's retirement criteria, to work half-time for as many as three years after they retire. The OSU Phased Retirement Program was approved at the February meeting of the Board of Regents. About 80 faculty members are eligible to retire May 31, 2011, and return to work half-time after a 60-day period.

The proposed timetable is as follows:

Action	Date
Information Mailed to Eligible Faculty	Friday, March 11, 2011
Presentations	Monday, March 14, 2011 - Friday, March 25, 2011
Signed Documents Drop Dead Date	Monday, May 16, 2011
Final 7-Day Revocation Period Ends	Monday, May 23, 2011
Last Day Work	Tuesday, May 31, 2011
Retirement	Tuesday, May 31, 2011
Phased Retirement Work Assignment No Earlier Than	Monday, August 1, 2011

For information or questions, contact John Dalton, Human Resources, (405) 744-2876.

MARCH HEALTH SCREENINGS

Date: March 22 - Student Union French Lounge, room 280

Time: 8:00 a.m. - 10:00 a.m.

Bring: Your BlueCross BlueShield ID Card

DO NOT: Eat or drink after midnight, except water.

SPRING EXECUTIVE BRIEFING CREATING A SERVICE QUALITY CULTURE

Vice presidents, deans, directors and department heads are invited to attend a spring Executive Briefing, *Creating a Service Quality Culture*. Providing quality customer service is the job of everyone at OSU. To create a service quality culture, a leader must motivate and communicate the expectations of delivering quality customer service to employees. A service quality culture goes beyond meeting standards set by the customer. Positively providing the customer experience where OSU connects with people on a relational, emotional and rational level creates advocates for the University.

Discussion will include:

- Why it is important for our organization to be obsessed about what the customer wants.
- Establishing clear expectations regarding customer service.
- How a manager/supervisor/department head can ensure that everyone on the team is responsible for and carries out excellent customer service.
- How to become a customer-focused organization.

Participants can choose from three sessions:

- April 25, 9:30 a.m. - 12:00 p.m., or
- April 25, 1:30 p.m. - 4:00 p.m., or
- April 28, 9:00 a.m. - 11:30 a.m.

The April 28 session will be videoconferenced to branch campuses.

Advanced registration is necessary. Enroll by sending an e-mail to osu-trng@okstate.edu, or call Training Services, (405) 744-5374.

Faculty and staff can attend a session on Thursday, April 28, from 2:00 p.m. - 4:30 p.m., in 010 Willard.

REMINDER! HEART HEALTHY WEBINAR PRESENTED BY BLUECROSS BLUESHIELD OF OKLAHOMA

A health educator from BlueCross BlueShield of Oklahoma will conduct a webinar on Wednesday, March 16, from 11:30 a.m. - 12:30 p.m.

- Become familiar with risk factors of heart disease
- Learn how to adopt preventive measures and healthy lifestyle changes
- Learn about tests that help protect heart health
- Tips for improving heart health

To access the presentation, go online 15 minutes before the session start time, and copy and paste the web address into your web browser address bar <https://www.livemeeting.com/cc/hcsc/join?id=663J8T&role=attend>. A window will open asking you to sign in. Enter the necessary information and click OK. Connect to the teleconference five minutes before the scheduled session, using the number and confirmation number provided.

Unable to join the meeting? Use this address: <https://www.livemeeting.com/cc/bcbsil/join>. Meeting ID: 663J8T. Location: <https://www.livemeeting.com/cc/bcbsil>.

SAVE THE DATE! STAFF APPRECIATION PICNIC MAY 19

The annual Staff Appreciation Day Picnic is scheduled for Thursday, May 19, 2011. All staff members will receive an admission ticket for the lunch. Door prizes will be awarded to staff during the picnic.

MARK YOUR CALENDAR! ADMINISTRATIVE PROFESSIONALS DAY Wednesday, April 27, 2011

The Business Professional, 9:00 a.m. - noon

Speaker Lorinda Lewis, National Seminars Group

This session will focus on building your management skills, thinking critically and making sound decisions. In this session you will identify the key skills you need; develop a big picture perspective and a management mindset; expand your alternate thinking patterns; and much more! \$59

The Power of Management Skills--Even if You're Not the Boss, 1:00 p.m. - 4:00 p.m.

Speaker Lorinda Lewis, National Seminars Group

This session will cover how to work more effectively with others and become a valued member of the university; successfully manage your job, projects, and special assignments without missing a beat; and lead and manage others with authority and respect. \$59

Attend both sessions for only \$99!

More information/register at

<http://hr.okstate.edu/hr/training/registration.php>

TRAINING OPPORTUNITIES

Please pre-register for training opportunities.

March

16	Fundamentals of OSU Jobs
16	FERPA Training
17	Access 2007 Level 1 (Day 2)
17	Introduction to Computing at OSU
22	Connecting New Students to OSU
22	Serving the Customers of OSU NEW!
22	Respect for Diversity
23	Excel 2007 Level 1 (Day 1)
23	Information Security Awareness
23	Online Travel Vouchers
23	Outlook 2007 Level 1 (Day 1)
23	Purchasing Card Training
24	Maximizing Performance: Corrective Action
24	OSU Staff Pay Plan
25	Excel 2007 Level 1 (Day 2)
25	Outlook 2007 Level 1 (Day 2)
29	Handling Competing Priorities, Project Planning NEW!
29	Access 2007 Level 2 (Day 1)
29	Publisher 2007 (Day 1)
29	Gaining Control of Your Workday NEW!
31	Access 2007 Level 2 (Day 2)
31	Understanding OMB Circular A-21
31	Publisher 2007 (Day 2)

April

5	Socially Orange: An Introduction into the World of Social Media
6	At Your Service!
7	New Employee Orientation
7	Purchasing Policies and Procedures
12	Change Management
12	Communication Skills
13	Disability: Issues and Paradigms
13	Sustainable Leadership
14	What is Affirmative Action?

For a description of the classes or to register, go to <http://hr.okstate.edu>, or call Training Services, (405) 744-5374. Also, find us on Facebook, Twitter, and LinkedIn.

DATES TO REMEMBER

New Employee Orientation

Thursday, April 7, 8:30 a.m. - 11:30 a.m.

e-mail osu-trng@okstate.edu, (405) 744-5374

New Employee Benefits Enrollment Schedule

Wednesday, March 23, 2:00 p.m. - 4:30 p.m.

Tuesday, March 29, 9:00 a.m. - 11:30 a.m.

Thursday, April 7, 2:00 p.m. - 4:30 p.m.

Wednesday, April 13, 2:00 p.m. - 4:30 p.m.

106B Whitehurst

Call (405) 744-5449 to schedule a session

How to Retire Sessions

Thursday, March 31, 3:00 p.m. - 4:00 p.m.

106B Whitehurst

Call (405) 744-5449 to schedule a reservation