

ISSUE

01

WINTER
2015

The Personnel File

Galveston County Human Resources

Heads up...
A look at
things to come

January 2

Performance reviews go out

February 11 & 12

TCDRS and AUL
retirement seminars

February 25

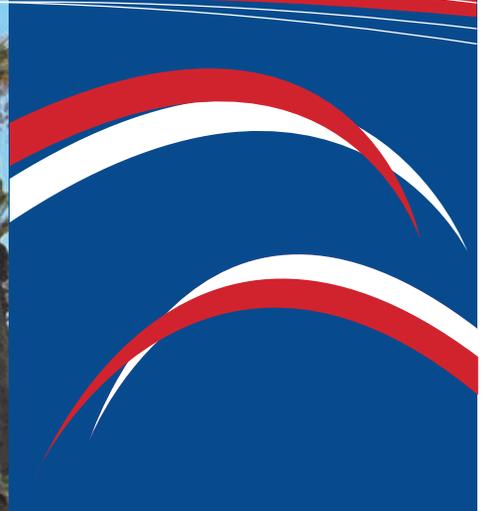
Completed performance
reviews returned to HR

March 19 & 20

Mid-year benefits and
wellness fair.

April

Next Employee
Engagement Survey



Organizational Health and Core Purpose

What does that mean to your department?

HR asked: Jennifer Krupa... Programs Manager, Parks & Cultural Services

In September of this year, seven members of the Parks & Cultural Services management team attended two half-day workshops led by HR. We discovered that organizational health means that you must build a cohesive leadership team, create clarity among that team, communicate that clarity to everyone in your department and finally, put in place just enough structure to reinforce that clarity moving forward. If we do these things, we can be a healthy organization. Healthy organizations have high morale, high productivity, minimal politics, minimal confusion and low turnover.

The Parks & Cultural Services Department has gone through a number of positive changes and a few growing pains throughout the last couple of years. One of the main adjustments and changes has been that we have an entirely new management team leading the department. As a new management team, not only did we struggle to know the ins and outs of the department, we didn't know each other well.

Before the workshop our homework was to do a D.I.S.C. profile online survey (if you go to the class, you will find out what D.I.S.C. means – I won't give it all away here). Once in the workshop, this tool gave us an overview of each team member's personality characteristics and showed us how we should approach each individual person to tell them bad or good news and how we should mine for conflict within our group. Peri led us through this exercise to get to know each other as individuals. It helped us learn to trust each other enough to be able to work together. Then we were ready to work as a team to develop our department's core purpose.

Article continued on next page

...Organizational Health continued

Our core purpose is meant to be the heart of what we do and our single top priority within a given period of time. In order to develop it, we had to take in account all that we offer; such as beautiful parks for the public to enjoy, facilities to rent for hosting life events, beaches to gather and enjoy the sunshine, senior services that include transportation for those that cannot drive, nutritious meal programs and activities, a museum under development, athletic fields for all ages, and much more. Once we all sat down together as a team and thought about what we do on a daily basis we realized that our department exists to give the public the opportunity to create memories in a variety of ways and our goal is to make that experience exceptional. It took us a few times to debate the phrases and words we put together but what ended up coming out of this workshop is that, "We offer exceptional life experiences!"

The workshop is over then, right? No.

Now comes the tough part. It's not enough to just SAY that we offer exceptional life experiences. We must get buy-in from all of our employees, communicate this purpose and "walk the walk". Our management team must now become the C.R.O.'s of our department, or CHIEF REMINDING OFFICERS. We plan to do this through talking to our employees, adding this tagline to letterhead and emails, hiring people who get our purpose and reinforcing this through performance reviews and evaluations. It isn't that we NEED a core purpose, it IS our core purpose and we must commit to reinforce this in everything we do across the board.

So, the question is – when will you take the time to attend this training with your team? This workshop/training opportunity was invaluable to us. I have seen the positive interactions between coworkers and the public and we now have the tools needed to create, change, and adapt the department to sustain a healthy organization.

-Jennifer Krupa

Editor's Note:

If you and your team wants to go through any team building or Organizational Health training, please have your manager contact Human Resources.

Retirement Seminars

Upcoming meetings to help you navigate through the complexities of planning for retirement from Galveston County

If you are thinking about retiring sometime in the near future or you just want more information regarding retirement with Galveston County then plan on attending one of the informative retirement seminars being offered in February.

Human Resources is working closely with representatives from Texas County & District Retirement System (TCDRS) and First Financial to offer you a chance to come out and discuss your options in person. This will help you get a good feel of what retirement might look like for you. Get estimates on your monthly pension payment, learn how medical works as a retiree and even how Medicare impacts your coverage.

Have you ever worked for another employer and paid into Social Security and want to know who that will impact you? We've got that covered as well. Come out and see us with all of your questions!

More detailed information will be sent out once we iron out the rest of the details regarding locations and times for the meetings.

The Basics

TCDRS

- You contribute **7%** of your gross pay
- You also earn **7%** interest annually
- Vesting period is **8** years of service
- For vested employees, the County will match your account at **200%** at the time of retirement

The Alternate Plan (AUL)

- Employees contribute **6.13%** of their gross salary on a pre-tax basis into a private account.
- The County contributes an additional **3.607%**
- Your account balance is guaranteed to earn **3.75%** interest annually.

SAVE THE DATE

FEBRUARY 11 & 12, 2015



Welcome Aboard!

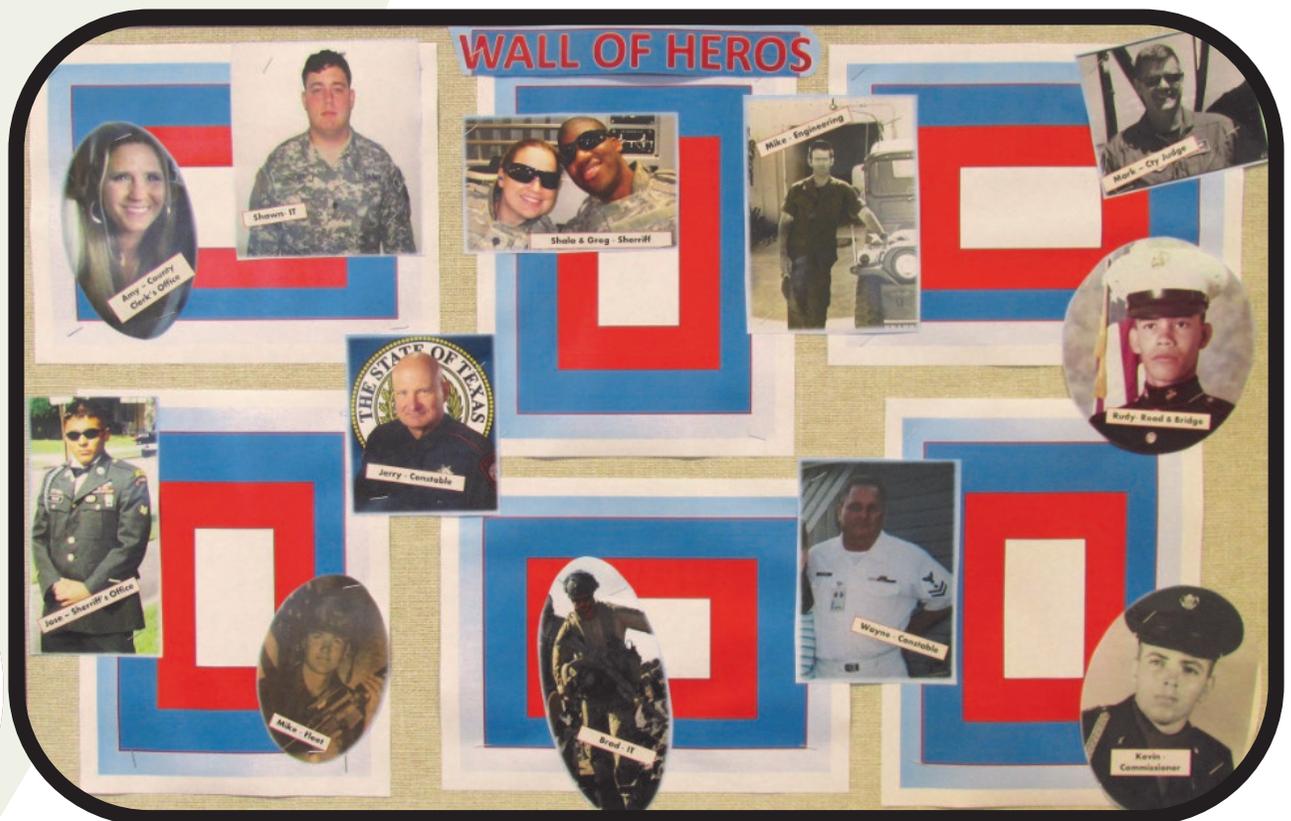
Meet the newest member of the Human Resources family; Christie Motogbe. While she is known as the Payroll Princess, she is also leading the charge with the Employee Engagement Surveys. Christie received her Bachelor's of Science degree in accounting from Athens State University in Alabama. Her professional experience includes working as the store accountant for Rocket Harley-Davidson and as a bookkeeper and accounting clerk for other companies before that. Christie joined the Galveston County family in September 2014. An Austin native, she visited Galveston every summer with her family her whole life!

"I'm excited to be working with everyone on the Employee Engagement Survey process. I like how it opens up lines of productive communication in a safe environment. It is a way for everyone to be heard and for people to put their heads together and bring new ideas to the table. I took employment engagement surveys during my previous employment, so I have experienced the survey from both the employee perspective and now from the behind the scenes HR view. While with all the focus groups, I saw several employees being a bit nervous at first, wondering if everything really is confidential. I was able to see them become assured of the confidentiality, take pride in their ideas and take ownership of what they invested into the organization. I love how the survey process is a way for us all to work together for the optimal outcome. I'm looking forward to seeing what happens here at Galveston County and I'm looking forward to working with you all." -Christie Motogbe

Thank You to OUR Veterans

...for stepping forward when others step back
...for placing yourself between us and danger
...for serving our country
...for protecting our freedoms

If you are a veteran currently employed by the Galveston County government, please send a photo of yourself in uniform to peri.blumer@co.galveston.tx.us to be added to our Wall of Hero's. The Wall of Hero's can be found in the Galveston County Staff University Training Room on the 3rd floor of the Moody building.



Sneak a Peek in the File of...

Name: **Kaylin Kolenovsky**

Department: **County Clerks office -Indexing Department**

How long have you been with the County? **Almost 4 years (March 2015)**

What is your favorite pastime or hobby and why? **Spending time with my grandson Greyson; he is the absolute sunshine of my life! Also, hanging out with my family... husband Eddie , son Christopher and daughter-in-law Heather. Our favorite family past time is riding our 4-wheelers.... We enjoy loading up our trailers and heading to Huntsville for a day of play at General Sam's ATV park.... we love to play in the mud!**

Yes, I confess, my nickname was/is : **"Kay-Kay"** Care to elaborate? **I had a home daycare/preschool for 18 years and that was the name given to me by my precious daycare children and that name has stuck with me over the years.**

What is something that everyone may not know about your department? **Our department is responsible for indexing & auditing all of the official public records (example deeds, deeds of trust, releases etc) and is the final step before it is released online to the public for viewing and researching. Our department consists of 3-4 very dedicated employees who take pride in quality and accuracy for the best possible final product before it reaches the public.**

What is your personal motto or what would you like it to be? **"You never know how strong you are until strong is the only choice you have"**



Name: **Shawn Webb**

Department?: **Information Technology**

How long have you been with the County? **3 Months**

What is your favorite pastime or hobby and why? **I would have to say that going to a new restaurant or bar and experiencing the food and craft beer is probably one of my favorite things to do. It is something about the new experience that is exciting.**

Yes, I confess, my nickname was/is: **Webbie.** Care to elaborate? **When I was in the Army there was a rapper named Lil' Webbie who was gaining some fame right as I had gotten to my first unit. So, being in the military, we all went by last names and I guess a friend of mine at the time just decided to call me that and it stuck.**

What is something that everyone may not know about your department? **Often times after we end a phone call with a user, we cheer with excitement when finding a resolution to their technology woes.**

What is your personal motto or what would you like it to be? **Crawl, walk, then run.**

Best memory working for the county: **I don't have too many memories as I haven't been here that long. To be continued...**

January 2015 Employee Birthdays

1 Ashby, Sheri L	11 Juarez, Jennifer N	23 Bourgeois Jr, Terry L
1 Martin, David B	11 Leboeuf, Joannie M	23 Gamble, Maegen K
1 Nelson, Lynnica N	11 Perez, Ross	23 Lease, Ray B
1 Wright, Billy D	11 Phillips, Keilon J	23 Lounds, Donald
2 Anders, Charles E	12 Hardy, Charlotte L	23 Salinas, Mark A
2 Franks-Hill, Dorothy A	12 Kahla, William R	23 Vandiver-Gaskin, Xochitl M
2 Niblock, Heather N	13 Campbell Jr, Julius L	24 Hernandez, Carlos
2 Telfah, Linda M	13 Gutierrez, Claudia N	25 Childs-White, Lonelle
2 Vanda, Raul J	13 Walsh, Kevin C	25 Cuchens, Elizabeth A
2 Williams, Rosalind T	15 Ewing, James L	25 Davis, Ray E
3 Balvantin, Christina M	15 Johnson, Thomas L	25 Hart, Rebecca A
3 Leal, Jimmy	15 Moore, Donna M	25 Swihart, Robert M
3 Reingold, Myrna S	16 Wilson, Natalie	26 Collier, Rebecca
3 Wallace, Nicolas L	17 Falcon, Joe L	26 Tuttoilmondo, Raymond G
4 Cooper, Crystal	17 Wise, Dean L	27 Stathakos, Stephanie G
4 Lopez, Michael	18 Charles, Lynda	28 Duncan, Alicia A
4 Packard, Linda B	18 Hagood, Austin S	28 Erskine, Lynnette D
4 Taylor, Ashley M	18 Moore, Martha L	28 Pines, Tiffany N
4 Thompson, Shelly M	18 Schanfish, Christina M	28 Posey, Megan M
4 Womack, Dorcel A	18 Zarro, Andrea	28 Reyes, Ellenor A
5 Dawes, Jeanice J	19 Daniel, Andrew J	29 Copeland, Nelda E
5 Dolato, Megan R	19 Gillespie, Jeff A	29 Hansen, Judy L
5 Ott, Jennifer E	19 Norris, Valerie L	29 Larkin, Patrick M
7 Sweeney, Frederick J	20 Kane, Kenneth K	29 Washington, Latonja P
8 Gentile, James M	20 Love, Joshua D	30 Barrow, Stormy G
8 Grullon, David	20 Sandles, Kevin V	30 Bryant, Elizabeth
8 Howard, David W	20 Welsh, Christine	30 Johnson, Brian E
8 King, Sean A	20 Wing, James M	30 Johnson, Shawn M
8 Lopez, Cassandra A	21 Krupa, Jennifer	30 King, Brandon Taylor
8 Robertson, Elizabeth A	21 Mcmillan, Tyson J	30 Klecka Jr, Johnnie R
9 Allen, Danny F	21 Morgan, Clarisse N	30 Thompson Jr, Vernon E
9 Howell, Nikki D		31 Duhart Jr, Larry D

Happy Birthday!!!

Manager Tip of the Month

Learning how to listen

More than 20% of American workers feel that their bosses hardly ever listen to their problems, said a recent Gallup Poll. And that can cause resentment. Here are some key points to help improve your listening skills:

- **Ignore distractions.** Give the employee your undivided attention when they are speaking to you. If you allow distractions to interfere, the employee may feel like they are low priority.
- **Repeat the message.** If an employee is providing you with information or is making a request, ask to clarify what they said so that everyone is sure they got the right message.
- **Be objective.** Listen to every employee as if you were listening to your own boss. If you assume information is trivial, you will not remember it.

The Last Word...

Hello all! This is the first HR Newsletter and I am excited that we will have another communications outlet for employees.

This month I would like to focus on two things; 1. The Employee Engagement Survey (EES) and 2. The Performance Review process. They are far more similar than I bet you thought they were.

Our Galveston County performance reviews happen once a year. This is a chance to have protected time with your manager and it is ALL ABOUT YOU. Don't you deserve 45 minutes a year just to speak about your performance and your goals? I think we all deserve that. Your manager should clearly communicate the following to you, how well you are doing, if there are areas in which you need to improve and, in some cases, give you the hard facts. The purpose of this is because people cannot fix what they don't know is broken. It isn't easy delivering or hearing tough talk, but every employee deserves to know how he/she is matching up to their manager's expectations. Also, we deserve kudos when we have done an excellent job.

TOP THREE THINGS to remember about the Performance Reviews:

1. Some elected and appointed officials may not be using the new Galveston County process. They may have their own way to evaluate and communicate performance.
2. A person may score a *Does Not Meet Expectations*, *Partially Meets Expectations*, *Achieves Expectations* or *Exceeds Expectations*. Every employee's goal should be to get an *Achieves Expectations*. This means you are performing exactly how a manager wants to you perform. *Exceeds Expectations* is designed only for the year (s) an employee blows everything out of the water and truly WOWs everyone.
3. These are Performance Reviews NOT Merit Reviews. These are designed to provide you accurate feedback on how you are performing. If a manager does want to give a raise based on performance, one of the items he/she would reference would be your history of Performance Reviews, but it is only one factor of many when making a decision.

Overall, the Performance Review process lets a manager tell an employee exactly how he or she is doing.

The Employee Engagement Survey (**EES**) is the exact opposite. Our survey is designed so that employees can tell the county how *it* is doing. Just like an employee, the county deserves kudos for doing certain things well and it needs to hear when things are not going well.

There is one very big similarity in the two tools. Imagine if your boss told you that you aren't doing well. What if your boss said, "You are terrible and you had better fix it and shape up!" WOW! Not fun to hear, sure, but then you are left thinking, "I thought I was doing fine? What am I supposed to do differently? I don't know where to begin and I don't even know exactly what I am doing wrong!" This kind of review isn't acceptable and with good reason. A manager should be giving you specific and realistic tactics on how to improve, tips for doing a better job and ideas on how to make things better. It is the same thing with the **EES**. When you fill out the open ended questions at the end of the survey or participate in a focus group, you can't just say that the county does a lousy job and needs to shape up! You should do the same thing we want our managers to do for us. Give realistic suggestions and share your solutions and ideas. Just because someone is a manager doesn't mean they are any smarter than anyone else. Good managers earn their roles by doing good work and staying open to learning. No one person has the answer to every situation, so share your thoughts. And remember, if you don't have any idea how to fix something why do you think your manager knows how to fix it?

So if I had one word to describe performance reviews and our EES, it would be communication. More communication makes us all stronger. Many of the survey results talked about the fact that we need more communication in the county. So speak up and listen up.

Hopefully this newsletter will be yet another step toward over-communication. Enjoy the content and if you have any ideas you'd like to share about the newsletter- call or email me anytime!

409-692-5273 or peri.bluemmer@co.galveston.tx.us

BE the change you want to see in others,

Peri Bluemer

CHRO