

Human Resources **NEWSLETTER**

July 2022



CUSTOMER SERVICE ZONE

**Great Customer Service in
6 Steps**



PAY ATTENTION!
LISTEN!
EXECUTE!
ASK
SERVE!
EXCEED!

How To Become A Good Supervisor

- Step 1** - Get to know your employees. Make an effort to really understand your employees.
- Step 2** - Treat employees as people, and be a person back to them.
- Step 3** - Believe you are a leader. People put their trust in confidence.
- Step 4** - Sit back and listen.
- Step 5** - Feedback is your friend.



Taxpayers should check their federal withholding to decide if they need to give their employer a new W-4. The IRS encourages all taxpayers to review their federal withholding at least once a year to make sure they're not having too little or too much tax withheld. Taxpayers should check with their employer to update their withholding or submit a new Form W-4.

Individuals should generally increase withholding if they hold more than one job at a time or have income from sources not subject to withholding. If they don't make any changes, they will likely owe additional tax and possibly penalties when filing their tax return. Individuals should generally decrease their withholding if they qualify for income tax credits or deductions other than the basic standard deduction.

If employees have any questions please contact the payroll department.

A Cool Summer Drink



Strawberry Limeade

SERVINGS: 2 PREP TIME: 10 MINS
COOK TIME: 10 MINS FRIDGE TIME: 2 HRS
TOTAL TIME: 20 MINS

This strawberry limeade is perfectly sweet and tart, and a very refreshing drink for summer.

Ingredients

1/2 cup lime juice
1/3 cup sugar
1/3 cup water
1/2 lb sliced strawberries
20-30 mint leaves
2 cups cold water

Instructions

To make the simple syrup, combine the sugar and water in a saucepan, and cook over medium high heat for 5-10 minutes until the sugar is dissolved and the liquid is clear.

In a large mason jar or a pitcher, combine the lime juice, simple syrup, strawberries, mint, and water. Let sit in the refrigerator for 2-3 hours. Serve and enjoy!

Nutrition

Calories: 151kcal, Carbohydrates: 39g,
Sodium: 6mg, Potassium: 127mg, Fiber: 1g,
Sugar: 34g, Vitamin A: 455IU, Vitamin C:
21.4mg, Calcium: 33mg, Iron: 0.5mg

3 Steps to Active Listening

**The EAR method
is a three-step process.**

E stands for explore
A stands for acknowledge
R Stands for response

EXPLORE

Explore, with open-ended questions followed by probing and prodding. "What ...?" "How ...?" "What else?" "Please share an example." "Help me understand." "Anything else?"

ACKNOWLEDGE

Acknowledge, get the person to acknowledge that you understand him or her, not the other way around. "If I understand you correctly ... Is that accurate?"

RESPONSE

Response, how you respond is up to you. The key is that by following this sequence your response will be:

- more thoughtful
- likely to be received well
- not derailed by assumptions



Minority Mental Health Awareness Month

National Minority Mental Health Month is observed in July to bring awareness to the unique struggles that racial and ethnic minority communities face regarding mental illness in the United States. The theme for 2022 is "Beyond The Numbers"



DID YOU KNOW FACT?

- Politician and educator **Shirley Chisholm** survived three assassination attempts during her campaign for the 1972 U.S. presidential election. She was the first woman to run for the Democratic presidential nomination and in 1968 she was the first African-American woman elected to the U.S. Congress.



CVS Caremark communications

CVS Caremark sent letters out in mid-May to participants that will be affected by the transition to their Value Formulary. This formulary has a heavy emphasis on generic drugs. The letters will be specific to each participant and will list any medications they are currently taking that will be affected. The letters contained alternative options while emphasizing the importance of working with their prescriber to determine the appropriate treatment. More information is available at the Plan's website: <https://knowyourbenefits.dfa.ms.gov/cvs-caremark-pharmacy-benefits/>. If your covered employees have additional questions, they can contact CVS Caremark at 888-996-0050.

UMMC To Provide Telehealth Provider Visits

The University of Mississippi Medical Center (UMMC) is now the preferred provider of telehealth services for the State and School Employees' Life and Health Insurance Plan. To make an appointment, go to UMMC2You.com. For questions about UMMC 2 You, email Telehealth@umc.edu or call (601) 815-2020.

New \$300 Wellness Incentive Program

The Plan's new wellness incentive program available this year for plan participants is completely voluntary and is administered through the Plan's wellness vendor, ActiveHealth Management. Participants who complete the three components of the program will receive a \$300 medical plan deductible reduction for the 2023 plan year.

To qualify for the incentive the following three activities must be completed by October 31, 2022:

- 1) Register using the ActiveHealth website at www.myactivehealth.com/mississippi or on the ActiveHealth app.
- 2) Once you have registered on the website or app, the next step is to complete a health assessment.
- 3) Complete a compliant wellness visit with a network provider.

The incentive is available to active and retired employees with Base and Select coverage. Medicare primary retirees, spouses, and dependents are not eligible to participate for the incentive. Call ActiveHealth at (866) 939-4721 if you have any questions about the program or program requirements.



Retiree Coverage Enrollment Checklist

Do you have employees planning to retire soon? Do they want to continue health and/or life insurance coverage as a retiree? If so, they should:

- ✓ ☐ Contact you, their Human Resources office, to complete a health insurance Application for Coverage form and/or a life insurance Enrollment/Change Request Form
- ✓ ☐ Send their payment voucher along with a check or money order payable to the State/School Insurance Fund for the 1st month's premium to the Office of Insurance.

Remember, employees must apply within 31 days of losing coverage as an employee to be eligible to continue coverage as a retiree. However, an employee should apply for retiree coverage at least 31 days before their retirement date to avoid a temporary lapse in coverage.



Tips for Well-being

Experts say to do 2 1/2 hours of moderate activity a week. You don't have to do this all at once. Even 10-minute blocks during the day help. Look for spots to add them throughout your day and week.

Anything that raises your heart rate and makes you breathe harder counts as activity. That can include things like walking quickly, brisk cycling, or some of the household chores you already do will help get your heart rate going faster.

For more ways to get and stay active try some of these ideas:

- * Wash the car
- * Walk or bike to the store
- * Park farther away from entrance
- * Take quick walks on your break at work

It only takes SECONDS

STOP | THINK | CONNECT



For them to Take EVERYTHING

HERE ARE SOME TIPS TO KEEP YOUR IDENTITY SAFE

- Double check what you post online and make sure you want it to be permanent.
- Educate yourself about internet and computer privacy options.
- Be cautious when publishing personal information (Full Name, Address, Age, etc.) on social media sites.
- Anyone can seem legitimate. Do your research before proceeding with your transactions.
- Make your passwords easy for to yourself to remember, but difficult for others to figure out.

3 Steps to build trust and respect in the workplace



1. Engage employees on their terms

While trust is a belief in your employees, respect is that trust in action. A relationship based on trust and respect requires every team member to take responsibility for their actions – including you, as the leader. If you want to truly model these values and foster a positive work environment, not only does this require you to care, but it requires you to [listen to employees](#). Every employee brings unique values, strengths and communication methods. Take the time to get to know your employees on an individual basis, and encourage them to get to know one another. When issues arise, you can better tailor the conversation to the individual. This helps them to feel respected and helps you to earn their mutual respect as well. And when employees are treated with respect, they tend to pay it forward to others.

2. Communicate goals, directions and expectations

Just as listening is vital, so is your communication. Employees want to hear from their bosses. They want to understand why decisions are being made. And they want to have enough information to make educated decisions in their role. These are all critical factors in their [level of engagement](#). As a leader, you should be open, approachable and committed to communicating the impact of each team member's contributions. Employees feel valued when they understand how their work contributes to the big picture.

By providing each employee with information on [how their work makes a difference](#), it supports them in being a valued part of the company's success.

3. Create a safe environment

Do your employees feel free to share their honest opinion about your business strategies? Or, do you expect them to carry out their duties without questioning the approach? As disagreements occur, encourage employees to try resolve matters on their own. Emphasize that conflicts should be resolved respectfully by giving each party time to explain their perspective without interruption. By creating a safe space where employees are trusted to bring their opinions to the forefront – and showing them they can work through conflict – you'll be setting up your business for success.

Move forward with a renewed focus on trust and respect

As you improve your listening and communication, you're not only creating a safe space for your employees to innovate, you're also fostering an environment where employees feel trusted and respected.



Long-term! consistency trumps short-term intensity.

Bruce Lee



WELCOME NEW EMPLOYEES

April, May, & June

First Name	Last Name	Title	Department
Arnedo	Alexander	Administrative Assistant	Criminal Justice & Sociology
Te'Jah	Fuller	Administrative Assistant	TRIO EOC & Talent Search/Student Success
Yolanda	Henderson	Customer Care Associate	Information Technology
Anthony	Howard	Communications Specialist	Division of Marketing & Communications
Clinton	Johnson	Assistant Basketball Coach	Athletics
Kyle	Kidd-Buckner	Media Relations Specialist	Marketing & Communications
Nobahar	Masoud	Research Associate	Civil & Environmental Engineering
Michelle	McAdoo	Community Engagement Manager	Journalism & Media Studies {WJSU-FM}
Yolanda	Owens	Assistant Vice President	Institutional Advancement
Kristina	Phillips	Executive Director of QEP & General Education	Academic Affairs
Maurice	Sims	Head Strength & Conditioning Coach	Athletics
LaShunda	Wallace	Receptionist	Public Safety
Shuguang	Wang	Lab Technician	RCMI Center for Health Disparities
Keith	Williams	Assistant Men's Basketball Coach	Athletics
Maurice	Williams	Head Men's Basketball Coach	Athletics

JACKSON STATE UNIVERSITY