

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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General Services' Rick Morris Honored as Department's 2004 Employee of the Year

RICK MORRIS, a custodian for the Custodial Services Section of the General Services Division, was honored as the Department of Administration's *Employee of the Year* during a special ceremony on December 16.

Acting Cabinet Secretary John Poffenbarger made the announcement with nearly 100 department employees present.

Aside from being recogniz-

ized by his peers, Rick received a *Certificate of Appreciation* and was given a \$2,500 check for his outstanding performance and dedication to the department.

A 25-year veteran of state government, Ricky performs comprehensive custodial duties, including vacuuming, dusting, mopping, debris removal, recycling and periodic furniture moving.

The employees who were selected as *Employees of the Month* throughout the year were the nominees for this annual award. Ballots were distributed to department employees and a committee of representatives from the various divisions and agencies selected the recipient based on the ballots received. Congratulations, Rick!



Rick Morris stands proudly as our department's 2004 Employee of the Year.

For more pictures of the Employee of the Year ceremony, turn to page 5!

Employee of the Month

IS&C's Lisa Tully Takes Pride In Her Work

LISA TULLY, an information systems specialist 2 for the Automation Resource Center of the Information Services and Communications (IS&C) Division, has been selected as the department's *Employee of the Month* for January.



LISA TULLY
January Employee
of the Month

A nine-year employee of state government, Lisa is responsible for installing, recommending and supporting computer systems. She provides these services to various state agencies.

One of her co-workers said, "As a customer service representative, Lisa treats everyone with the utmost respect." Another co-worker added, "She takes pride in her

work and the job she does. No matter how busy she is, she finds time to make someone else's day."

In Lisa's spare time, she enjoys watching movies, knitting, traveling, making beaded jewelry and spending time outdoors. She also loves animals, especially her two cats and dog.

Please join Lisa's friends and co-workers at a special ceremony in her honor at 11 a.m. on Thursday, January 6 on the fourth floor conference room at IS&C's Davis Square location.

Sneak Peek INSIDE...

- ♦ Managing Change in the Workplace
- ♦ Joe Manchin's Inauguration Set for Jan. 17
- ♦ New Year's Resolutions...And, the Keys to Keeping them!
- ♦ Administrative Notes



Each person deals with **change** differently. The key is to focus on the positive aspects rather than negativity. The choice is **YOURS!**

Editor's Note: This is part one of a two-part series on managing change in the workplace. Part one addresses the stress that accompanies change and how employees can guard against the onset of chronic stress. Part two will deal with how employers and managers can make change easier for themselves and their employees.

Change is inevitable, especially in government. During change, crucial stability anchors are often lost: personal networks, security, faith in management or in one's own abilities.

If the stability anchors are in place, an employee's ability to cope with other sources of pressure, such as workload increases, relocations, or interpersonal conflicts, is much greater. However, if lost, one may be left feeling much more exposed

Managing Change in the Workplace

Keeping Positive When Adapting to Change

and can develop negative coping strategies for dealing with situations.

How you deal with change IS a choice which ultimately affects you and those with whom you come in contact.

With change, sometimes there is a "honeymoon" stage, with the excitement and anticipation about what's in store combined with feelings of apprehension about failure. Others may experience a negative spiral usually precipitated by fears of concern about the change or that they will no longer be viewed as *important*.

Stress from changes can result in a feeling of losing control, thus, affecting self-confidence. In turn, this may affect your attitude and the way you relate to those around you and your job responsibilities.

During periods of change, there are other indicators that stress is beginning to set in, including loss of good lifestyle habits; diminished work performance; negativity, such as dwelling on the 'good old days;' becoming demotivated and cynical. Personal signs, such as anxiety about the future, irritability, sleep loss, reduction in concentration and self-doubt also may occur.

There are several ideas employees can use to guard against the onset of stress.

- ♦ Tell yourself to make the best of this change.
- ♦ Remind yourself that all you can do is your best, and

make sure you do it.

- ♦ Develop personal networks. Consolidate work skills. Take advantage of training opportunities within and outside the organization. Work skills include not only technical skills, but also interpersonal flexibility, presentation and time-management skills and personal development.
- ♦ Focus on a lifestyle which maintains fitness and positive beliefs about yourself, including exercise and good eating habits.
- ♦ Define your own expectations and try to exceed them.
- ♦ Develop interpersonal flexibility. People with good interpersonal skills cope more effectively than those whose interpersonal skills are more restricted.
- ♦ Avoid the "water fountain" gossip/gripe sessions. This breeds discontentment and disharmony. Remember the old saying, "if you don't have anything nice to say, then don't say anything."

To survive and grow in today's global economy, organizations must not only adjust to change, they must be alert to the need for *positive* change.

Part two of this series, which will be included in next month's issue of **Quotes, Notes & Anecdotes**, will address what employers and managers can do to reduce stress in the workplace, making change easier on themselves and their employees.

BUSINESS

R I E F S

Growing Occupations in 2012

According to the Bureau of Labor Statistics, these will be the fastest growing occupations through the year 2012. In order of projected growth:

Registered nurses, post-secondary teachers, food preparation and serving workers, janitors and cleaners, general and operations managers, security guards.

The Bureau predicts that mass unemployment will not occur.

Joe Manchin's Inauguration Set for Jan. 17

On Monday, Jan. 17, 2005, Joe Manchin, III, will be sworn in as West Virginia's 34th Governor.

As Governor, Manchin states he plans to run the state like a business. In November, he appointed seven transition teams to evaluate where state government stands on various concerns including education, healthcare, economic development and tourism.

Manchin has adopted a theme from his father, which he intends to apply to his time in office, called: "The road to success is under construction". He said he anticipates a good working relationship with the Legislature, which will convene on Wednesday, February 9, 2005.

Inauguration day will begin with an 8:30 a.m. service commemorating Martin Luther King Day at Asbury United Methodist Church on Elizabeth Street in Charleston. The traditional inauguration day parade has been brought back at the request of our future First Lady Gayle Manchin. It will begin at 10:30 a.m. and proceed through the streets of Charleston.

The official inauguration ceremony is scheduled for 12:45 p.m. on the Kanawha River side of the State Capitol. Immediately following the ceremony, the Manchins will have a receiving line in the Capitol Rotunda to welcome West Virginians, while high school and college groups perform at the Cultural Center. Hot cider and cookies will be served to the public.

"We feel this is a great celebration for West Virginia. We are looking to do as many things as we can that are

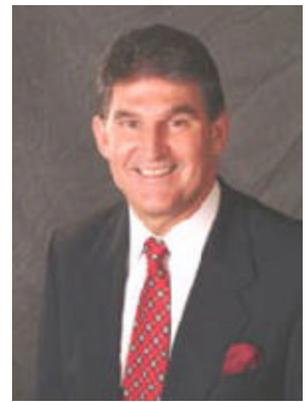
inclusive as possible," said Mrs. Manchin.

A life-long resident of Marion County, Governor-elect Manchin grew up in the small town of Farmington where he worked in his grandfather's grocery store and his father's furniture store. After graduating from Farmington High School in 1965, Manchin attended West Virginia University on a football scholarship.

In 1970, he graduated from West Virginia University with a bachelor's degree in business administration and returned to Marion County to operate the Fairmont-based *Manchin's Carpet Center*, a family-owned retail business. He later went on to own *Enersystems, Inc.*, a privately held natural resources company.

Manchin has always been involved in volunteer civic activities and is a big believer in the importance of teaching our children to give something back to their communities. He officially began his service to the people of West Virginia in 1982 when he ran for, and was elected to, the West Virginia House of Delegates. After serving one term in the House, he was elected to the West Virginia State Senate in 1986, 1988 and 1992.

Manchin is married to the former Gayle Conelly of Beckley and they are the parents of three children: Heather, Joseph IV and Brooke. They are also the proud grandparents of Joseph V, Sophie, Kelsey, Madeline, Chloe and Jack.



Governor-Elect Joe Manchin officially takes office on Jan. 17 during a swearing-in ceremony at 12:45 p.m. on the river side of the State Capitol.

All Good Things Must Come to an End...



The General Services Division staff are pictured decorating the State Capitol for the holidays. These decorations will be taken down the first week of January prior to the inaugural events. Our appreciation goes out to these employees who did an excellent job making the grounds festive during the season!

Food for Thought

Impatience ... hostility: Possessing either of these personality traits nearly doubles a young person's risk of developing high blood pressure later in life, according to researchers.

High blood pressure places extra stress on blood vessel walls and on the heart.

This raises the risk of heart attacks, heart failure and strokes.



New Year's Resolutions ... And, the Keys to Keeping Them



The celebration of the New Year is the oldest of all holidays, first observed in ancient Babylon about 4000 years ago.

In 153 BC, the Roman senate declared January 1 to be the beginning of the New Year. Traditions of the season include the making of New Year's resolutions, which also dates back to the early Babylonians.

Popular modern resolutions might include the promise to lose weight or quit smoking, but the early Babylonian's most popular resolution was to return borrowed farm equipment. It is hard not to get the resolution urge on New Year's Eve. There is a sense of renewal, of rebirth, and

the guilty awareness that you ate your own weight in chocolate during the holidays. Sure, last year's resolutions didn't make it past the fifth of January, but hey, this year's going to be different, right?

Most of us have not realized the *secret* of how to make a reasonable resolution, which is why most of us fail to keep the ones we make. We set high goals for ourselves, and then wonder why we never attain them. We either stop setting goals (*never a good choice*), or make resolutions that are ridiculously easy to keep.

Is this the year you will keep those New Year's Resolutions? Here are a few goal-setting tips to get you started:

Don't Try Everything at Once!

There is a temptation with the New Year to run off a list of everything we have ever wanted to change. You will have better luck fulfilling one or two goals than you will with a list of fifty. You can always add new resolutions to your list later.

Take one thing at a time.

Word it carefully. For example, if your resolution is to relax more in the coming year, try not to think of it as "This year I am going to relax." That is a stress-inducer waiting to happen. It forces you into thinking of the resolution as something you must do, not something you want to do. Make it sound gentler, such as "This year I'm going to explore different ways of relaxing."

Make a Plan.

Once you know what your resolution is, try to break it down. No one accomplishes anything of significance by trying to do it all at once. This does not have to be a complicated plan; just brainstorm enough to give you a place to start. For example, don't say to yourself, "I will have quit biting my nails by next week!" Cut it down to not biting one particular nail all week, and move on to two nails and so on.

Write it Down.

Write down your resolution and your plan of action. Stick it up on the fridge, in your locker, wherever you know you will see it. That way you will have a constant reminder of the resolution. You may want to change the wording as time passes and your goal changes.

Quotes, Notes
& Anecdotes
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Acting Cabinet
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JoAnn Calhoun
Debbie Harrison
Donna Lipscomb
Kaye Parks
David Pentz
Sandy Singleton

Honoring our Department's Employees of the Month



Governor Bob Wise is pictured with our department's **Employees of the Month** recipients for 2004 and our committee members who dedicate their time to working on this worthwhile program. For more information on the **Employees of the Month** program, visit the Department of Administration's website at <http://www.state.wv.us/scripts/admin/eom/eomProgram.cfm>. Your nominations are encouraged and welcomed!

A Pictorial View of the Employee of the Year Ceremony

Department employees joined together on December 16 for the Employee of the Year announcement. See page one for more details!

This ceremony offered an opportunity to see fellow co-workers who we may not see throughout the year.

Got an Idea?... Suggestion Award Board Encourages Employee ideas

If you have an idea of how the state can save money or a program or service can be improved, now is the time to submit your idea to the Employee Suggestion Award Board.

It is easy to do! And, if your idea is chosen, you could be awarded with cash or honors from the state.

Step #1: Begin with an idea

Determine what area or areas of state government could use improvement. Look for ways to eliminate unnecessary expenditures or duplication. Your goals are to improve employee morale and receive recognition for your idea.

Step #2: Submit your idea

Put your idea in writing. Your *idea counselor* will have the official forms available for you.

Step #3: Idea Evaluation

Your *idea counselor* will evaluate your idea and determine the cost of implementation and potential savings for the state. Once the initial evaluation has been completed, the form is forwarded to the department head. After his or her review,

Continued on Page 6



(From top left - clockwise): Purchasing's Janice Boggs and Finance's Janie Belcher enjoy visiting during the ceremony; A nice selection of food was offered during the reception following; Many of our department employees attended the ceremony.

Tips to Streamlining Your Life

With everyone's hectic schedules, a little streamlining could come in handy in managing our time. Here are a few ways to recoup some time for yourself:

- ◆ When you cook, make a double batch and freeze the extra portion for a future meal.
- ◆ Buy your movie tickets online, so you don't have to spend time waiting in line at the theatre.
- ◆ Sign up for automatic bill paying on your bank's Web site.
- ◆ Keep a stash of birthday cards on hand at home, that way you don't have to go in search of one each time you want to send one.
- ◆ Book early appointments, this helps avoid possible delays when you are

waiting to see your doctor or dentist, etc., because they haven't had much of a chance to fall behind in their days yet.

- ◆ Buy ready-to-eat foods in the market so you don't have to cook.
- ◆ Give gift certificates online and have them mailed to recipients. This cuts down on the amount of time you spend selecting a gift.

The Division of Personnel's Organization and Human Resource Development Section offers a class, titled **Time Management**. For more details or to register for any classes offered by the Division of Personnel, visit its website at www.state.wv.us/admin/personnel/OHRD/index.htm.



Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.

Winston Churchill

Suggestion Award Board
Continued from Page 5

the suggestion is submitted to the Employee Suggestion Award Board which makes the final determination to implement.

If your idea is implemented, the board may award with honors or cash. "Honors" include letters of commendation for your personnel file; "cash" could consist of up to 20 percent of the savings realized from your idea during its first year of implementation – up to \$10,000!

The specific objectives of the Employee Suggestion Award Program are to stimulate creative and innovative thinking by state government employees and, in turn, receive the meritorious suggestions reward. All state employees are eligible to participate, excluding elected officials, members of the Award Board, and some supervisory personnel.

For additional information or to download an official Employee Suggestion form, visit <http://www.legis.state.wv.us/legishp.html>. Please submit your official Employee Suggestion forms to: Robin Perdue, Deputy Secretary of Administration, 2019 Washington Street, E., Charleston, WV, 25305-0130, or call 558-3507 with questions.



Welcome!...to the employees who recently joined our department: **Jyotshna Gaganam** and **Syble Atkins** (Information Services and Communications), **Jeff Swisher**, **Jim Bridges**, **Jim Coiner**, and **Freda Cogar** (General Services), **Sharon Thompson** (Purchasing), **Lara Carder** (Personnel), and **Mario Torres** (Finance).

Best Wishes...to the following employees who resigned from the Department of Administration: **Bill Charnock**, **Charity Cole** and **Fred Gigenbach** (Prosecuting Attorneys Institute); **Tina Brewer** (Greivance Board), and **Peggy Adkins** (CPRB).

Retirement News!...Congratulations to **Marvin Vitoe** of the Aviation Services Division who recently retired. *Best wishes!*

PEOPLE TALK

She's Mastered It!...Congratulations to Marsha Hagner of the Division of Personnel who recently completed her Masters of Science program in human resource management from the University of Charleston. Great job!

Martin Luther King Day...In observation of this fallen civil rights leader, January 17 has been set aside since 1986 to honor Dr. King. As part of the inauguration events, a service will be conducted to commemorate Martin Luther King Day at Asbury United Methodist Church on Elizabeth Street in Charleston at 8:30 a.m.



Baby News...Congratulations to Purchasing's Monica Matthews and her husband Ben on their first child, Sam, who was born on December 15. He weighed 9 lbs. and 14 ounces. Best wishes!

ADMINISTRATIVE NOTES

HAPPY BIRTHDAY ...in January

- | | |
|------------------------------------|------------------------------------|
| 1 Karen Burks IS&C | 16 Jim Hudson Purchasing |
| Brian Hatcher IS&C | 17 Georgianna LeMasters IS&C |
| Robert Withrow Gen. Svcs. | 18 Jean Brown Personnel |
| 3 Christine Magby BRIM | 19 Ken Cross IS&C |
| 4 John Beane CPRB | Earl Curnutte Gen. Svcs. |
| Lisa Collins Personnel | Amber Stansbury CPRB |
| Kyong Drain IS&C | 20 Ron Brotherton IS&C |
| Don Jarrell Gen. Svcs. | David Lawrence Gen. Svcs. |
| Danny Layton Purchasing | Tonya Pugh BRIM |
| David Shingleton IS&C | Carla Savage BRIM |
| 5 David Bailey PEIA | John Smolder Finance |
| Bill Dolin Gen. Svcs. | 21 Briseis Carpenter IS&C |
| Barry Gunnoe Purchasing | Bernadette Curry PEIA |
| Joe Perks IS&C | Barbara Houchins BRIM |
| Helen Wilson IS&C | 22 Kaye Parks Finance |
| 6 Sandra Bryan Personnel | 23 Paul Evans PEIA |
| Jane Patterson Finance | Garry Shivley CPRB |
| 7 Jewl Hammack PEIA | 24 Ella May Bowman Gen. Svcs. |
| Ralph McKinney ... Public Defender | Susannah Carpenter Finance |
| 9 Ronnie Phipps Purchasing | Betsy Chapman Sec. Office |
| 11 Mary Beth Dill IS&C | 25 Eric Stringer CPRB |
| 12 Bill Lawson Gen. Svcs. | 26 Brian Hively IS&C |
| Rufus Wingo IS&C | Mary McLaughlin Personnel |
| 14 June Butterfield BRIM | 28 Ralph Holbrook CPRB |
| Joyce Jarrett CPRB | 29 Lucy Suchy Ethics |
| Craig Kinder Gen. Svcs. | Erika Vance Purchasing |
| Lloyd Lawson Gen. Svcs. | 30 Angela Lowe CPRB |
| Pat Wehrle IS&C | 31 Greg Carrier Gen. Svcs. |
| 15 Pat Perez PEIA | Scott Joslin Personnel |
| 16 Deana Gose CPRB | |

