



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration
May 2000 • Vol. 8, Issue 5

Employee of the Month

GSD's Anthony Thaxton Sets Goals to Get the Job Done

Anthony Thaxton, a Building Maintenance Supervisor II for the General Services Division, has been selected as the Department's **Employee of the Month** for May.

A 22-year veteran of state government, Anthony is responsible for planning, organizing and directing the upkeep and management of preventative and corrective maintenance on building HVAC systems, electrical and plumbing systems for the Capitol Complex. He began his career with General Services in 1978 as a custodian.

According to one of his co-

workers, Anthony is a self-starter. "He learned the MP2 (computer maintenance system) on his own, taking home training manuals and other materials. He then set up and implemented a preventative maintenance program which we use daily. This task was long talked about, but he completed the task."

In his spare time, Anthony's main hobby is songwriting. He writes lyrics as well as records all instruments. He has submitted his work to publishers throughout the country. Anthony also enjoys watching sporting events, traveling, and spending time with his three-year-old grandson, Austin.

Please join Cabinet Secretary Joseph Markus at the **Employee of the Month** presentation at 10:30 a.m. on Friday, May 5 in Conference Room C in the State Training Center (Building 7).



Anthony Thaxton
May Employee of the Month

May 1-5, 2000

Public Service Recognition Week's Activities Begin!



Celebration of Service

Governor Cecil Underwood joined state employees last year during Public Service Recognition Week.

Each year, Public Service Recognition Week is held throughout the nation to celebrate the important work of federal, state and local employees.

All citizens are affected by programs and services offered by public employees, whether they are recipients of special benefits or drive on roads maintained by state employees. Public employees make a positive difference in the quality of life in West Virginia.

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Open Enrollment Concludes May 5

PEIA's open enrollment for health care plans will conclude May 2. Eligible state employees have the opportunity to choose between the various HMO managed care plans or the PEIA preferred provider plan. Benefit fairs were offered during April to better inform employees on the plans available.

Sneak Peek INSIDE...

- ♦ United States Savings Bond Campaign Begins
- ♦ New Laws To Go into Effect
- ♦ Governor's Internship Program Brings Out the Best
- ♦ Mentoring Programs Enhance Training of New Workers
- ♦ Administrative Notes

Happy Mother's Day

A Tribute to Mom

A mother is the truest friend we have. When trials, heavy and sudden, fall upon us; when adversity takes place of prosperity; when friends who rejoice with us in our sunshine, desert us when troubles thicken around us; still will she cling to us, and endeavor by her kind percepts and counsels to dissipate the clouds of darkness, and cause peace to return to our hearts.

Washington Irving

The love felt for our mothers has not changed since these words were written 200 years ago.

How Can YOU Inflate Your Savings?....

Statewide Savings Bond Program Begins

The United States Savings Bond campaign kicked off on May 1 and will continue through May 31.

Information on how savings bonds can benefit employees and their families was included with state employees' pay checks on April 28.

Federal and state taxes are withheld from the con-

tributed amount at the time of purchase, according to Kay Parks of the Accounting Section.

When cashed, federal and state taxes are payable only on the accumulated interest. However, when the proceeds are used for college education purposes, the bonds are fully tax exempt when cashed.

Parks is serving as the coordinator for the Department of Administration and each division and agency has its own representative. If you have any questions relating to this program, please contact your representative:



- Aviation Services** Charles McDowell
- CPRB** Becky Jones
- Ethics Commission** Lucy Suchy
- Finance Division** Lisa Sword
- General Services Division** Martha Phillips
- Grievance Board** Valerie Rist
- IS&C** Regina Tallman
- PEIA** Tammy Scarberry
- Division of Personnel** Martha Bostic
- Prosecuting Attorneys Institute** Mendy Moore
- Public Defender Services** Kellie Carper
- Purchasing Division** Debbie Watkins
- BRIM** June Butterfield

BUSINESS

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Trying to Impress with BIG Words?

Shorter words are usually easier to read and understand than longer words, so consider replacing the following big words with their smaller versions:

- Extraneous** Outside
- Widespread** Wide
- Communicate** Talk/Write
- Download** Capture
- Expensive** Costly
- Inexpensive** Cheap
- Accomplish** Do
- Inappropriate** Wrong
- Facilitate** Aid

(Folio magazine)

West Virginia Job Creation Total Hits the Top Ten List

West Virginia's 1997-1999 job creation total earned the state a No. 8 ranking on **Site Selection** magazine's annual listing of jobs created per million residents.

"West Virginia continues to merit the nation's attention as we improve our economy and attract well-paying, high-quality jobs to the state," said Governor Cecil Underwood. "This is yet another indication that West Virginia's economic growth continues to be vibrant and dynamic. **Site Selection's** readers have been reminded again that West Virginia is a great place to do business."

During this time frame, 11,888 jobs were created in West Virginia. Kentucky led the list, followed by Virginia, South Carolina, North Carolina, Michigan, New York, and Florida. Texas and South Dakota finished off the top ten.

2000 State Legislative Session...

Legislation Passed During the 2000 Session Affects the Department of Administration

Several bills of interest to the Department of Administration were passed during the 2000 Legislative Session and signed into law by Governor Cecil Underwood.

Below is an outline of these Senate and House bills:

Senate Bill 175 — Permits the state to sell bonds to eliminate the unfunded liability of the Teachers Retirement, Judges Retirement and State Police Retirement Systems.

Senate Bill 406 — Terminates the State Building Commission and transfers the authority to Secretary of Administration.

Senate Bill 454 — Transfers unused funds for school bus turn-around to other capitol improvement projects.

State Employees Pay Raise OK'd

State employees will notice more money when they receive their pay check on July 14.

On July 1, the third of a three-year pay raise plan will go into effect. This plan was proposed in 1997 by Governor Cecil Underwood and approved by the State Legislature.

The gross increase will be \$756 annually.

Senate Bill 455 — Transfers funds from natural gas contract refunds to the General Services Division for the Capitol Complex maintenance fund.

Senate Bill 501 — Permits the Secretary of Administration to auction the state-owned building known as "Morris Square," if the City of Charleston does not make an acceptable proposal for purchase within 90 days from March 11, 2000. Should the building go to public sale, the Secretary is to determine a minimum bid. Money from the sale is to be used for improvements and renovations to the Capitol Complex.

Senate Bill 565 — Transfers the Children's Health In-

surance Program (CHIP) from the Department of Health and Human Resources to the Department of Administration.

House Bill 4317 — Provides for a minimum monthly retirement annuity for certain retired members of the Public Employee Retirement System and the State Teacher Retirement System who have at least 20 years of credited service.

House Bill 4396 — [VETO] Transfers the Purchasing Card Program to the Auditor and permitting the Auditor to charge the agency using the card. *This bill was vetoed by the Governor.*



If you put off everything till you're sure of it, you'll get nothing done.

*Norman Vincent Peale
Inspirational Speaker*

Showing Gratitude to Employees

Feeling appreciated is a major human need; however, studies worldwide have shown that employers do not thank their employees enough. Below are techniques for saying *thanks*:

- ☑ **During Meetings:** Take a few minutes before the start of a meeting to praise a job well done. Do not be the only one to speak; allow co-workers to get their praises in as well.
- ☑ **During Birthdays:** Instead of presenting a birthday card during the workday, get everyone to sign the card a few days earlier and then send the card to the worker's home.
- ☑ **During the Regular Workday:** Write a memorandum to an employee, providing a personal note of congratulations for excellence. Use paper or e-mail so the employee can preserve it.
- ☑ **In the Kitchen:** Some good, general morale boosters are little perks like hot chocolate on cold days and a cool soda in the summer.

Quotes, Notes & Anecdotes

is Published by the Department of Administration

Cecil H. Underwood
Governor

Joseph Markus
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

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Mentoring Proves Beneficial by Offering New Employees Insight into Organization



Mentoring is an old concept with a new appeal. In recent years, it has become increasingly popular in organizations. Let's examine this concept:

An experienced worker takes a new employee *under his or her wing* to teach the formal and informal rules and norms of the workplace. This process has been prac-

TALKBACK

Let's find out what our employees think about mentoring programs?

The employee gains experience beyond what could be gained through any class. *Learn from the mistakes of others. You won't live long enough to make them all yourself.*

A new employee needs someone to train and guide them through the whole process of learning a new job. No matter how much experience you have, there is always a new and different way to perform the job.

A supervisor would want to select a mentor with superior work ethic and attitude whose example would be imparted to the new employee. It's like any other aspect of life — people tend to follow the examples set before them.

The mentor and supervisor should work together to train the best employee they can for the good of the company.

Never use a mentor with a negative outlook on the organization. No matter how highly skilled the person may be, mentors produce trainees with similar outlooks.

ticed since the Industrial Age; however, today there is a name for it: **mentoring**.

There are many aspects associated with this concept. As a result of a GroupWise electronic survey, our employees overwhelmingly illustrated the ultimate mentor using the following qualities: knowledge of the job, organizational goals and mission; a positive attitude; initiative; good work ethics and communication skills; time to devote to the employee; and PATIENCE.

PEIA's Chip Myers sums up the qualities of mentors by using the acronym **WAKEUP**, meaning **w**isdom, **a**ge, **k**nowledge, **e**xperience, **u**sability and **p**rofessionalism. Drawing from the knowledge and experience of the mentor, a person being mentored is more quickly oriented in the office routines

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Applications Accepted for Internships

Need a new perspective on a project? Have you considered utilizing the knowledge and creativity of a young college student?

In the past, the Department has benefited by actively participating in the Governor's Internship Program. Applications are now being accepted by the Department of Education and the Arts.

This annual program is a unique summer experience that provides internship opportunities to the state's most talented college students. To apply, students must attend a West Virginia college or university or be West Virginia residents attending a college or university elsewhere, have completed at least one year of study, and have at least a 3.0 cumulative grade point average.

For more details, please contact Tracy Carr at 558-2440.

Successful coaches instinctively vary their approaches to meet the needs of this person at this time, or that group at that time. They perform five distinctly different roles: they educate, sponsor, coach, counsel and confront. Each approach is executed ... to facilitate learning and elicit creative contributions from all hands to the organization's overarching purpose.

Tom Peters and Nancy Austin
A Passion for Excellence

Our Benefits...

What's in it for **YOU**?

State employees receive a variety of benefits as part of their employment package. Periodically, we will take a brief look at these valuable incentives:

Jury Duty

If a state employee must serve on a jury or is subpoenaed to appear as a witness in a court or administrative hearing during regular work hours, paid time off will be granted for the absence. This type of paid leave is not granted if the employee is a litigant, defendant or other principal party in the case. In these cases, the employee may request paid annual leave.

COMMUNICATION THE PEOPLE FACTOR



Diane Holley, the Department's Public Information Officer, will explain different facets of communication periodically in **Quotes, Notes & Anecdotes**.

Power...How easy is it to attain? That depends upon whether the power is granted or earned.

Coercive power threatens people to behave in a certain way. It is granted to a person, but if one chooses not to allow the control to continue, the person quickly becomes **powerless**. **Reward** power appears positive; however, it is as controlling and difficult to maintain. Often the value of rewards change. If a reward is offered but is not continued, it is viewed as a punishment. **Legitimate or Assigned** power relates to the position or level which one possesses. A superior has *assigned* power over his/her employees. The three types of power described above are granted to individuals.

However, there are two types of power which are earned: **expert** and **referent**. Expert power is when an individual is admired for his or her knowledge of a particular subject. Referent power is when others admire your experiences and behaviors and want to be like you.

These last two types are the most influential for which we should strive to achieve with our employees and supervisors.

Mentoring Employees Continued from Page 4

and expectations.

Our survey showed that by having this one-on-one relationship with a knowledgeable person in the organization, new employees are more likely to ask questions which will improve their own productivity. While easing the employee into the organization through a relaxed environment, mentors also benefit by reinforcing their own skills during the process.

Department employees noted some drawbacks to the mentoring process, including choosing the *wrong* mentor.

Can you go wrong selecting a mentor? Yes! If you pick an individual with a negative attitude, who is incompetent or lacks the time to devote to the employee, the experience can be devastating.

As IS&C's Bill McClanahan explains, "The world of a trainee/new employee is one of a *sponge and mirror*. They have a tendency to soak up everything they are exposed to and reflect it back." Therefore, if you have a good mentor, you see a good reflection in the new employee. Conversely, a poor mentor may create a bad reflection.

People sometimes agree to mentor an employee, but simply do not have sufficient time to devote to the process, or they mentor adequately, but their own workload becomes overwhelming. A successful mentoring experience should be a win-win situation for both the mentor and the employee.

It is important for new employees to accept help from mentors. Here are some basics of mentoring:

Get adopted. Make yourself interesting to people who seem inclined to build a relationship. Approach your choice of a mentor head-on, which will complement the potential mentor.

Mentors don't part seas. Mentors do not do things for you; they guide you. The work is up to you.

It's a long-term process and relationship. Take your time getting to know a mentor. It is important to keep in touch and stick to areas where they have knowledge.

Don't rule out being a mentor. Being a mentor helps you keep in close touch with younger colleagues and forces you to hone your own work approach and clarify your own purpose in the workplace.

New Classes Offered by Personnel

The Division of Personnel has added two new classes to its spring schedule: **Learning to Learn** and **Personal Accountability**.

Learning to Learn is designed to assist in learning new materials and skills faster and effectively.

Personal Accountability targets problem solving, accepting responsibility and achieving an attitude of personal accountability.

Call 558-3950, ext. 508 for more details.

Springtime at the Capitol

There is nothing more beautiful than the State Capitol during the springtime. General Services Division employees are to be commended for their continuous effort to maintain the aesthetic beauty of one of West Virginia's most popular tourist attractions. State employees can indeed refer with pride to the State Capitol as their workplace.

Join the many state employees who spend their lunch periods enjoying the fresh air and the majestic scenery!



Changes Made to Capitol Complex Shuttle Schedule

The schedule for the shuttle service between the State Capitol and the Laidley Field parking area will change, effective April 3.

Service begins Monday through Friday at 7:00 a.m. through 9:00 a.m. and from 3:35 p.m. to 5:15 p.m.

The shuttle stops are: **Laidley Field** (Parking Lot); **Division of Highways** (Building 5 - Piedmont Road); **Building 6 Entrance** (California Avenue); **State Capitol - East Wing Entrance** (California Avenue); **State Capitol - Main Building Entrance** (California Avenue); and the **Governor's Driveway** (Greenbrier Street).

Each stop is served approximately every ten (10) minutes. The shuttle does not operate on state holidays and is easily accessible to the physically disadvantaged. Visitors are urged to use the Laidley Field parking area and the State Parking Building when doing business at the State Capitol Complex.

The shuttle service is provided free of charge.

Public Service Recognition

Continued from Page 1



A schedule of this year's events for May 1- May 5 was printed in last month's issue of **Quotes, Notes & Anecdotes**. If you do not have your copy, check us out online at www.state.wv.us/admin!

Welcome...to **Justin McCoy** (CPRB); **Jennifer Hanna** (IS&C); and **Gregory Carrier** (General Services).

Best Wishes...to **Ruth Perry** (PEIA) and **Clinton Hoffman** (Personnel) who recently retired, and to **Valerie Akers** and **William Ballard** (General Services), **Tara Facemire** and **Kathryn Flenner** (both of Personnel), who resigned from the Department of Administration.

Congratulations!...to **Judith King** (CPRB) who was promoted from an Office Assistant 2 to an Office Assistant 3.

Oops!...Apologies to Teresa Martin who celebrated her birthday on April 1, but her birthday was inadvertently omitted in the April issue of **Quotes, Notes & Anecdotes**. Happy belated!

PEOPLE TALK

Lots of Baby News!...Finance's **Becky Hayes**, her husband Mike and three-year-old son Alex welcomed a new edition to their family, Mark Ryan, who was born on March 31, weighing 8 lbs, 12 oz. ..Finance's **Eric Wagner** and his wife, Chris, are first-time parents with the arrival of their baby girl, Molly Rose Wagner, on March 18, weighing 7 lbs., 1 oz...**Janet Shelton** of the Office of the Secretary is proud to announce the arrival of her grandson, Justin Lorentz Shelton, on March 28, weighing 9 lbs., 8 oz. Justin's parents, Kelly and Senior Trooper Joseph Lorentz Shelton of Wellsburg, also have a daughter, Lauren.

Congratulations!...Personnel's Pat Quinlan has been elected president of the local area referee's association. In addition, Pat and his wife Carolyn celebrate their 30th wedding anniversary on March 31. They have three sons, Patrick Jr., Scott, and Casey, and 2 grandchildren, Amber (4 years) and Andrew (8 months).

Chip Off the Old Block...Personnel's Teresa Bowles is justly proud of her daughter, Stacey, whose essay was included in the **Kids Corner** section of the Charleston Gazette. The essay dealt with Teresa's job and won first place in her class.

HAPPY BIRTHDAY... in May!

- | | | | | | |
|----|----------------------|------------------|----|------------------------|-------------------|
| 1 | Susie Samples | Personnel | 19 | Johnnie Booth | General Services |
| 3 | Mark Erb | Aviation | 20 | David Keith | IS&C |
| | Larry Stover | PEIA | | Alma Legg | Personnel |
| 4 | Larry Thaxton | Purchasing | 20 | Mendy Moore . | Pros. Atty. Inst. |
| 5 | Beth Ludwig | Ethics | 22 | Michael Massaro | General Services |
| 6 | Caroline Bardy | CPRB | | Charles Reynolds | General Services |
| 8 | Anthony Cooper..... | Purchasing | 23 | Jim Bumpus . | General Services |
| 10 | Pam Jones | Purchasing | 24 | Jennifer Lovejoy | Purchasing |
| 12 | Carolyn Saul | IS&C | | Maria Yoakum | IS&C |
| 13 | Ken Lucas | General Services | | Tamra Young | Personnel |
| | Ron Milam | IS&C | 25 | Brett Clutters | IS&C |
| 14 | Ed Trader | IS&C | | Chris Rush ... | General Services |
| 16 | Martha Bostic | Personnel | 27 | Janice Boggs | Purchasing |
| | Liz Martin | Finance | | Carolyn Coiner | Finance |
| 18 | Nancy Love | Purchasing | | Matt Hackworth | Purchasing |
| | Robert Nichols | CPRB | 29 | Bob Ayers | PEIA |
| | | | | Robin Roberts | IS&C |
| | | | | Gene Walters | IS&C |

