



Human Resources Newsletter

February 2020



In This Month's Newsletter:

- TCOLE Basic Peace Officer Academy Coming March 2020
- Free Identity Protection Available
- Civility Corner: Civility Pays
- Save Money on Your Medical Insurance: Two-Step Wellness Incentive Information
- Interview with Jacinta Dyck, Employee Development Manager
- Avoiding Workplace Conflicts

Employee Assistance Program (EAP) Available for Counseling and More



Human Resources would like to inform employees that we have an employee assistance program (EAP) available.

This program, Work/Life Solutions by Guidance Resources, offers a variety of services including confidential emotional support from clinicians, referrals and resources for services such as child care, elder care, pet care, and home-repair contractors, attorneys to assist with legal issues including divorce, adoption, family law, wills, and trusts, and financial experts to assist with retirement planning, taxes, budgeting, bankruptcy, relocation, and mortgages.

Phone: 866.301.9623; TTY: 800.697.0353

Online: [GuidanceResources.com](https://www.guidanceresources.com)

App: GuidanceNow

Web ID: TAMUS

New Hiring Procedures and Appendices Available Online



An Ad-Hoc Committee consisting of 21 employees from across the university was created for input, review and finalization of the most recently updated Hiring

Procedures and Guidelines & Appendices which are located [here](#).

Texas A&M University-Commerce procedure [33.99.01.R0.01 Employment Practices](#) has also been updated with the new Hiring Procedures and Guidelines.

Please review the updated Hiring Procedures and Guidelines & Appendices at your earliest convenience and if you have questions, please feel free to contact us at HR.Hiring@tamuc.edu or 903.468.8741.

TCOLE Basic Peace Officer Course Coming in March 2020



Spread the word! Human Resources' [Center for Professional Development \(CPD\)](#) will offer a law enforcement training academy in Spring 2020, taught by the Hunt County Sheriff's Office (HCSO). The Texas Basic Peace Officer Course (BPOC) begins in early March and lasts approximately 8 months. More details will be made available on the CPD website soon. For more information, please contact Kenny Agbaje at (903) 886-5089 or Kenny.Agbaje@tamuc.edu.

Sign Up for Wellness Release Time



Employees have the opportunity to submit the wellness release time request form, which allows for up to 90 minutes weekly for physical wellness. There is no waiting period for new employees, so don't delay to sign up today! [Click here to view more details.](#)

Free Identity Protection Available through Experian



BlueCross BlueShield of Texas is partnered with Experian to offer ID protection services for free to those who are enrolled in the A&M Care, A&M 65Plus, or A&M Care J plans. You must enroll with Experian to take advantage of these services.

To enroll, log into your [MyEvive](#) account and access your Blue Access for Members (BAM) account. Under the quick links, click on Identity Protection and follow the instructions.

Staff Shout-Outs: *Recognizing Our Campus*



Human Resources would like to take the opportunity to recognize individuals across campus who have helped us perform our jobs by offering their expertise and assistance to us. These individuals reflect the mantra, "Be Part of the Change," and help contribute to a better A&M-Commerce:

Procurement Services

Shout-out by Danielle Trevino for Purchasing's timely and helpful assistance with Danielle's numerous questions.

Jayla Mayes

Student Hiring Specialist, Human Resources

Shout-out by Dr. Dave Giles for Jayla's terrific job with student hiring and attentiveness to a department's hiring and termination processes.



Civility Corner



Welcome to the Civility Corner! In support of President Mark Rudin's Civility initiative, Human Resources would like to encourage kindness and respect on campus and beyond.

This month, we would like to discuss some statistics about civility.

Incivility Costs

In an article from the Harvard Business Review, studies showed that 48% of people intentionally decreased their work effort due to lack of civility.

Civility Pays

A civility study published in *Organizational Dynamics* showed that civility inspired people to work 71% harder.

Introducing New Faces in Human Resources

Human Resources is pleased to introduce two new employees in our department. Please see below for an introduction from each of them.



Name: Kasey Britton
Title: Administrative Coordinator I

This is an exciting opportunity to be back in a field I love with a prestigious institution. In my early years, I was honing my skills in payroll, benefits administration and HR. In my most recent years, I supported the President of Pacific Northern for over 7 years as his Executive Assistant followed by 2 years at L3 in the AeroSciences division. These positions created many challenges and growth opportunities with increasing responsibilities in a variety of subjects.

Most know me as an active listener and an agent for change. I constantly challenge the status quo and the "that's how it's always been" statement which always found me in a position of change. I learned this is my strength – to help drive change by listening to the people and finding solutions. HR is my passion. My mission is to serve!

In my spare time I enjoy being outside with my furbabies and family, eating BBQ with my husband of 23 years and rehabbing houses...real estate is my second passion. I also assist with helping people stay in their homes when faced with financial or personal setbacks by working directly with their mortgage company.

I look forward to meeting everyone on campus. Look for the [hair] bun; it's my beacon! ☺



Name: Shelby Graham
Title: Administrative Coordinator I

Hello to all! I am very excited to be a new member of the TAMUC HR Team. This is a change of scenery for me. I worked 13 years in the law industry where the lives of people and personal professionalism is a daily priority.

Years later I was given the opportunity to work in Operations and run one of the most successful businesses in the world, Chick-fil-A. As a leader and the Operations Director, the success of the overall business and advancement of your team is extremely valuable. Leadership and development are some key components to the overall success of any business.

Chick-fil-A taught me how to be an influence in the lives of others and to lead by serving those around me. I am happy to plant my feet where I can pride myself in developing others and teaching the fundamentals of truly a life of service.

I am married to my elementary sweetheart and have 3 amazing kids. Our oldest proudly serves as a United States Marine, our daughter is 14 and our youngest son is 11. My family is my greatest accomplishment.

Welcome to campus, Kasey and Shelby!



The New Personalized Wellness Checklist: How to Save Money on Your Health Insurance



Completing two steps on your MyEive Personalized checklist* will ensure that you have the lowest rate for your health insurance premium.

Your Personalized Wellness Checklist may contain up to 5 activities such as your annual wellness exam, preventive screenings, Well onTarget Self-Management Programs, MyEive HealthQuests, health tool registrations and more. You only have to choose two to complete by June 30th to receive your wellness credit for FY21.

Highlights of the Wellness Incentive:

- Have a wellness exam and complete a second wellness activity between September 1 and June 30.
- Applies to employees AND covered spouses enrolled in the A&M Care Plan.
- A premium reduction of \$30 per month will be applied for each individual (you and your spouse) who completes the wellness exam and second task by the June 30 deadline.
- Retirees and Grad Plan enrollees will automatically receive the lower premium.

You can verify your completion status for the wellness premium incentive by logging into your MyEive account at tamus.myevive.com.

If you choose not to participate in the wellness premium incentive program, you will not receive the \$30 premium reduction. Contact MyEive member services if you believe you have completed the exam incentive, but the information is not reflected in your MyEive account. (Note: remember that it can take 6 to 8 weeks from the time of an appointment or exam for the claim to process and the incentive to show on your MyEive account.)

**The alternate health assessment available on Well onTarget through Blue Access for Members (BAM) can also count toward your wellness credit.*

Registering for your MyEive account:

- Go to tamus.myevive.com
- Click on "Register"
- Enter your ID#, which is your BCBSTX member ID on your health insurance card (your UIN) (*Both employee and spouse will use the employee UIN to register*)
- Click on either "Employee/Subscriber" or "Spouse/Domestic Partner"
- Enter your first name, last name, and date of birth
- Click "Next"
- Enter and confirm your email address
- Create, enter and confirm your password
- Enter your phone number
- Select whether you would prefer contact by email or text
- Check the box to accept the terms and conditions
- Click "Next"
- Indicate which statement best describes you
- Click "Create My Account"

Logging into your MyEive account to check your incentive status:

- Go to tamus.myevive.com and log in
- Click on the "Check my wellness incentive" card



Benefit Briefs: Good to Know

Here are a few employee benefit highlights that might be of interest to you:

- [Well onTarget](#) offers stress management and lifestyle coaching in addition to its health courses.
- Click here for more information on [Tobacco Cessation Products and Services](#).
- See how BlueCross BlueShield of Texas can help you find the best care at the best price - [Benefit Value Advisor Video](#).



Wellness Upcoming Events

- **Yoga – Every Wednesday**
12:00 p.m. – 1:00 p.m., Library 156
No registration required!
- **Tai Chi – Every Monday**
12:15 p.m. – 1:00 p.m., Library 156
No registration required!
- **Wellness – Wednesday, February 19th**
[Insurance Information at Retirement \(What you need to know\)](#)
- **Wellness – Wednesday, February 26th**
[Lunch & Learn Part 2 - Insurance Information at Retirement \(What you need to know\)](#)

Employee Benefits: Who's Who

The A&M System utilizes several providers for employee and retiree benefits. You can find a comprehensive listing of these vendors, along with plan brochures, at the [Texas A&M University System Benefits Administration website](#).



For a brief overview, please see below for a list of providers for Fiscal Year 2020 (Sep. 1, 2019 – Aug. 31, 2020).

Health Care: [BlueCross BlueShield of Texas](#)

Prescription Drugs: [Express Scripts](#)

Virtual Medical Consultation: [2nd MD](#) and [MDLive Virtual Visits](#)

Dental: [Delta Dental](#)

Vision Insurance: [SuperiorVision](#) (National Network)

Life and AD&D Insurance: [Securian Financial](#)

Long-term Disability: [Cigna](#)

Flexible Spending Accounts: [Navia Benefit Solutions](#)

Employee Assistance Program: [GuidanceResources](#)

Wellness: [MyEvive](#)

Retirement: [Various vendors](#)



HR Staff Spotlight



The HR Staff Spotlight is an opportunity for the campus to learn more about Human Resources employees and their roles within the department.



*Name: Jacinta Dyck
Position: Employee Development Manager*

Tell us about your journey: what is your career/educational background and how did you end up at A&M-Commerce in your current position?

I am originally from Louisiana and received my undergraduate and MBA from University of Louisiana at Lafayette. I worked for 12 years in the Restaurant industry as a Service, Kitchen and General Manager. I also did a lot of restaurant consulting. I began working at New Horizons Computer Learning Center as a trainer and then as the Training/Operations Manager. I moved here in 2001 and began working at the Dallas New Horizons as a trainer and then Operations/Training Manager. I found my dream home here in Hunt County and immediately started looking for a job in the area. A spot opened in the Training and Development office at Texas A&M – Commerce and I grabbed it.

How long have you worked at A&M-Commerce?

I have been here 6 years.

How would you describe your role in Human Resources?

My primary role in HR is to plan, direct, or coordinate the training and development activities for faculty and staff and to provide any answers to questions about Training compliance. I also support all of the other members of this team by learning as much as I can about the laws and procedures in Human Resources.

What are some of the challenges of your role?

One challenge is to make sure that everyone stays in compliance with their training. We are also actively looking for an online solution that is both high quality and affordable to accommodate the growing need for immediate training for every employee on campus.

What are some of the positive aspects or highlights of your role?

I enjoy getting to meet so many people on campus from every department and reaching out to meet people in the community. A lot of my job includes doing really fun things like Campus and Community tours and New Employee Orientation.

Is there anything else you would like for us to know about you?

I come from a large family, none of whom live in Texas. I feel as if the people I surround myself with on campus are my Texas family. This makes it enjoyable to come to work.



The Real Cost of Negative Workplace Conflict

By Dr. David A. Giles, Credential Mediator, Employee Relations Specialist and Data Analyst



"I don't even remember what it was about, but it was over some sort of insignificant matter, like the way one of them looked at the other..."

According to a 2010 study by CPP Global, U.S. workers on average spend more than 2.5 hours per week on conflicts. For A&M-Commerce employees, that translates into 3,125 hours per week [or over 78 additional FTEs] navigating "workplace drama" – gossiping, protecting turf, retaliating, recruiting supports, planning defenses. The costs extend beyond those directly involved to those surrounding employees that must maneuver around those in conflict.

Recognizing the Sources of Workplace Conflict

According to psychologists Art Bell and Brett Hart, there are eight common causes of conflict in the workplace. They are the following:

- Resources – when more than one person needs access to the same resource
- Styles – when personal work styles collide
- Perceptions – when different perceptions of events occur
- Goals – when managers set different objectives that are in conflict with previously-set objectives
- Pressures – when scheduling needs override established office procedures
- Roles – when tasks are assigned that are not consistent with established roles
- Personal values – occurs when demands are in conflict with established ethical standards
- Unpredictable Policies – when policies are abruptly changed or communicated ineffectively

Three Steps for Designing the "Incombustible Workplace"

1. **Set Workplace-Conflict Guidelines** – In a recent study of workplace conflict, approximately 1/3 of those in conflict will directly address the conflict with the other employee, while another 1/3 will address the matter with their direct supervisor. While it is tremendous that so many employees feel empowered to address conflict on their own, establishing and publishing specific guidelines for resolving workplace conflict is the first step in preventing conflict. Such guidelines should include: (1) steps to follow when reporting the conflict, (2) specific guides as to what office deals with what type of conflict, (3) delineation of the specific actions to make to report, and (4) what to expect from reporting the conflict.

- 2. Train Managers as Mediators** – Failing to address workplace conflict is one of the main reasons why conflicts persist and escalate. It is also the main reason cited by employees as to their loss of respect for their manager. Failing to act is typically the primary reason why problem resolution is postponed and serious consequences develop. The desire to be liked (or not thought of badly) paralyzes serious consideration and possible action, which compromises organizational development.



One of the most important things to remember in dealing with workplace conflict is to recognize that ripping off the Band-Aid is painful, but after it is done, the wound begins to repair itself.

Managers typically spend hours simply wishing the whole thing will go away – it typically does not. In fact, recent studies confirm that without effective intervention almost 90% of workplace conflict escalate rather than resolve.

One of the most effective strategies for dealing with workplace conflict is the exploration and embracing of a “shared reality” between those employees in conflict. This involves adjusting your own perspective, as well as that of the other employees. Putting yourself in someone else’s shoes often strips away the emotion, clarifies the impasse and facilitates conflict resolution.

- 3. Clarify Priorities** – Since communication and conflicting [or misunderstood] priorities are consistently identified as prime sources of workplace conflict, consider embracing project management software to eliminate confusion over priorities and deadlines. A good starting point is using the forms in Google Docs to track projects. Those more conversant with software platforms might consider Smartsheets©.



Role Clarity - While constructing an effective Job Description for each employee is fundamental, a wide range of work situations can create role confusion. These changes can include the beginning of a new job, job transfer, a new supervisor or manager or onboarding of a new employee or change in the unit’s goals and objectives.

Role Conflict - Role conflict occurs when employee are given different and incompatible roles at the same time, or their role overlaps with another worker or work group. The greater the role conflict, the higher the likelihood of a worker experiencing work-related stress.

Please see the next pages for checklists for 1) creating role clarity and 2) avoiding role conflict.

Role Clarity Checklist

Check	Role/Duties
	Provide employees with an effective onboarding and ensure they are aware of their role within their immediate work team or unit.
	Ensure all employees receive suitable training for their jobs.
	Assist employees to develop personal work plans that clearly define task objectives and expected outputs.
	Develop and maintain a working environment where workers are consulted and have an opportunity to provide feedback on changes influencing their job tasks.
	Periodically review the performance feedback system with each employee.
	Encourage employees to talk to their supervisor or manager early if they are unclear about the scope and/or responsibilities of their role.
	Ensure employees have an up-to-date role or position description, which includes the role purpose, reporting relationships and the key duties expected of them.
	Ensure that management structures across the organization and reporting lines within work teams are clear. This will help workers know whom they are accountable to and where they can go for help with work problems.
	Provide an organizational chart that gives a clear view of the organizational structure and communication channels.
	Following an organizational change or restructure, check with workers to ensure they understand any additional responsibilities or duties that are required of them. Revise position descriptions to reflect new accountabilities.
	It is important workers feel confident and capable of undertaking new or revised tasks. Make sure they receive enough training for them to be competent in their roles.
	Where a change in structure or roles occurs, or re-training is required, use the performance review process as a positive opportunity for workers to have renewed input to the way they complete their work.

Conflict Checklist

Check	Tasks
	Establish clear and precisely delineate duties, responsibilities and workplace expectations in the employee's Job Description.
	Avoid placing inconsistent demands on workers and ensure that as far as possible the different requirements are compatible.
	Have clear reporting relationships so that workers know to whom they are directly accountable. Avoid making workers accountable to more than one immediate supervisor to reduce potential conflict in work demands.
	Ensure systems are in place to enable workers to raise concerns about any conflicts they have in their role and responsibilities. For example, hold regular team meetings to enable workers to discuss any potential role conflict.
	Avoid assigning roles to workers that conflict with their personal needs and values.