



Dr. Chandra Alston  
Associate Vice Chancellor

**Annual Enrollment Period**  
**October 3- 14, 2016 !**

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### Managing Conflict and Respect Issues in the Workplace

The Human Resources office at UTHSC deals with workplace conflict and respect issues with employees and supervisors. Through our Employee Relations team, employees and supervisors can seek support to help manage difficult situations and people. Difference is at the heart of conflict, so it's important to explore areas where people often don't align. Conflict can be exacerbated by a lack of communication and respect for others. While it is a natural tendency to avoid negative situations, ignoring conflict does not benefit anyone involved, employees or supervisors.

Chronic conflict avoiders will end up losing the respect of their employees and their own management. Here are several tips for managing conflict at UTHSC:

1. **Recognize that conflict is inevitable** and is just a part of the workplace. If you are a manager, accept it for what it is, it just comes with the territory. If you are an employee, know that it is a part of our work environment that exists to help us recognize that there may be opportunities to improve ourselves, others or the environment.
2. **Stay calm**, even when provoked and maintain a high moral ground.
3. **Partner with HR – Employee Relations** to be an objective third party, sounding board or source of counsel.
4. **Maintain documentation of the events and occurrences** for future reference and for action planning.
5. **Don't think in terms of "winning," so much as constructively resolving** – No point winning the battle but losing the war. Management's role is not to "defeat the enemy", but to elicit optimal performance from the area you're managing. Get closure and move ahead... the sooner, the better.

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*Managing conflict cont.*

Most of the time, when conflict arises, there is no way to avoid it. The result is based on how we approach it. Once you accept that conflict is unavoidable, it no longer is a problem. Instead, it becomes chance to change an inefficiency or strengthen a relationship. By keeping communication open, being aware of the present situation, and not concentrating on winning, coming to a resolution that benefits both parties can be achieved.

The HR-Employee Relations team is eager to work with you to resolve conflict in your areas. Please contact our office for support at (901) 448-3053 (Kendy Kallaher, SHRM-CP) or (901) 448-5524 (Marian Harris) or by emailing [hr@uthsc.edu](mailto:hr@uthsc.edu).

References:

Young, A. (2016). Six Tips on Dealing with Conflict at Work.

Available online: <http://www.expressyourselftosuccess.com/conflict-resolution-in-the-workplace-six-tips/>

Lipman, V. (2013). How to Manage Conflict at Work. Available online: <http://www.forbes.com/sites/victorlipman/2013/04/03/how-to-manage-conflict-at-work/#422b651b1ff5>

Lytle, T. (2015). How to Resolve Workplace Conflicts. Available online: <https://www.shrm.org/hr-today/news/hr-magazine/pages/070815-conflict-management.aspx>



Employee Relations Training

**Time Management (all employees) September 29, 8:30-11:30 Facilitator: Ivory Patten**

Effective time management increases work productivity. Through action learning activities, participants in this course will identify where their time is going and why, prioritize work tasks into crucial areas, and learn how to plan work according to priorities.

**Managing Stress and Pressure in the Workplace for Supervisors (Supervisors only) September 29, 1:00-4:00 Facilitator: Ivory Patten**

Supervisors experience unique stress in their role due to high expectations, unpredictable schedules, and limited time. In this course, participants pinpoint their biggest stressors. Each participant will learn practical coping strategies to deal with workplace stress and pressure.

**Communicating with Assertiveness & Credibility (all employees) September 30, 8:30-11:30 Facilitator: Ivory Patten**

Communication doesn't just happen. Participants will identify ways to promote credibility through communication and discuss assertive communication techniques to enhance one's personal assertiveness style. Participants will increase their understanding of assertive communication through interactive activities that will promote applied learning.

You may enroll via the [Training Calendar](#). If you have questions, please contact Kendy Kallaher, Employee Relations Team Leader, at [mkallahe@uthsc.edu](mailto:mkallahe@uthsc.edu) or 901-448-3053.

**NEW**

ANNUAL ENROLLMENT AND TRANSFER PERIOD  
OCT. 3-14, 2016  
**TWO WEEKS ONLY!**

**BENEFITS  
FAIR**

The Open Enrollment Period for 2017 is October 3-14. Unlike previous years, employees will have only two weeks to make changes! Any changes made during the enrollment period are effective: January 1-December 31, 2017. The 2017 Decision Guides have been mailed to your home. The Benefits office has extra copies of the Guide books if you did not receive your copy.

There are several changes and updates to the insurance plans in 2017. Employees who want to make changes or add coverage must do so via Edison Self-Service. Instructions on how to make changes in Edison can be found in the Decision Guide. The deadline for making any changes is October 14th at 4:30 pm central time. There will be no exceptions! ***If you do not wish to change your insurance plans, no action is required.***

Interested in making changes – ***Enroll Early!*** For more about the important changes and to review the 2017 premiums, more information is provided at the following link: <http://partnersforhealthtn.gov>.

Employees who wish to re-enroll in the *Flexible Benefits* for 2017 are able to do so Oct 3-31, 2016.

The Annual Benefits Fair will be held on Thursday, Sept. 29th from 10-2pm in the Madison Plaza lobby.

All employees who wish to attend are encouraged to have your employee ID to register and qualify for prize giveaways!

The Benefits Fair may be the only opportunity to speak with our insurance representatives prior to Open Enrollment.

**VENDORS ATTENDING:**

Cigna and Blue Cross Blue Shield  
MetLife and Cigna Dental  
TCRS, TIAA, VALIC, VOYA  
Student Recreation  
UT Health Services  
Empower Retirement (401k/457)  
Payflex  
Healthways...and more!!



The Benefits Office will provide Open Enrollment Insurance review sessions. Classes have been scheduled for: September 22, October 6 and 12th. To attend one of the sessions, please register via the [Training Calendar](#). In addition to review classes, computer labs will be available for employees to make changes/enroll in insurance for 2017. Please come to the GEB computer lab room B107 on the following days and times: **October 7, 12-5pm; 13th, 9-12; & 14th, 12-5pm**

## Employment Updates & Training

### New Employee Orientation

The Employment office has redesigned New Employee Orientation (NEO):

**Effective October 3, 2016**

**NEO will be scheduled from:**

**9:00 am to 11:30 am**

**HR Conference Room**

The remaining 2016 NEO dates are:

October 3, 17, & 31

November 14 & 28

December 12th

If a new employee from your department or college attends orientation on their first day of employment, please send a representative from the department to meet the employee in HR at the conclusion of orientation to escort them to their work location.

**LIFE PLANNING SEMINAR**

**NOVEMBER 2, 2016**

**REGISTRATION DEADLINE:**

**SEPTEMBER 26, 2016**

**SUBMIT YOUR REGISTRATION FORM**

**TODAY!!!**

**Training:** Recruitment Process for Managers

### **Recruitment Process for Managers-Module Three**

Hiring and Business Managers Only

Wednesday, September 21, 2016

1:00 pm to 3:00 pm

Register on the [HR training calendar](#).

Topics of discussion:

#### **Application/Resume Review**

Managers will learn how to review a candidate application and/or resume; How to identify red flags on a candidate profile; How to determine gaps in employment history; How to calculate start and end date in a position; Reason a candidate vacate a position; and Steps to review current employees personnel file.

#### **Steps to Prepare for an Interviewing**

Managers will learn how to prepare for an interview in creating legal questions; Develop a rating system for candidates, Interview Do's & Don't, Closing an Interview. Mock Interview (greeting the interviewee, small talk, etc.)

#### **Beyond Orientation: The Onboarding & Acclimation for New Hires**

This section is designed to help managers and supervisors utilize strategies that will assist new hires in becoming acclimated to their new job, department and the university.

Please contact Donna Lenoir, Employment Team Leader at [dlenoir@uthsc.edu](mailto:dlenoir@uthsc.edu) or 448-5599 if you have questions.

## HR Staff Accomplishments!



In July of this year, Kendy Kallaher, Employee Relations Team Leader successfully passed the certification exam for the Society for Human Resource Management – SHRM Senior Certified Professional (SHRM-SCP). This is a professional certification for Human Resources professionals at a senior level and require 4-6 years in an HR role, depending on whether you have a bachelor's or advanced degree. The test consists of 110 knowledge questions and 70 situational judgement test items based on 8 areas of competency.

Phyllis Hubbard, HR Consultant graduated from the University of Memphis with a Masters of Professionals Studies (MPS) in Human Resources Leadership this May! Phyllis has been a Human Resources professional for 12 years with 9 of those years at UTHSC.

Congratulations to all of the UTHSC graduates and employees striving toward their educational and professional goals!



Are you or your dependent thinking about completing a college degree? You may be eligible to use the Educational Assistance benefit. For information, link

to: <http://www.uthsc.edu/hr/benefits>

Contact the Benefits office with any questions at 448-5601 or email Maya Joy at [mjoy1@uthsc.edu](mailto:mjoy1@uthsc.edu).

## HUMAN RESOURCES STAFF

### **Dr. Chandra Alston**

Associate Vice Chancellor

### **Damon Davis**

Compensation Manager

### **Debbie Jackson**

Benefits Manager

### **Kendy Kallaher**

Employee Relations Manager

### **Donna Lenoir**

Employment Manager

### **Brittney Murray**

Sr. Admin Services Asst.

### **Marian Harris**

Employee Relations Counselor

### **Phyllis Hubbard**

HR Consultant

### **Gina Curry**

Insurance Coordinator

### **Jenna Fielding Mednikow**

Employee Relations Specialist

### **Maya Joy**

Benefits Specialist

### **Demetriss Gilliam**

Compensation Specialist

### **Denise Griffin**

Sr. Records Specialist

### **Barbara Patton**

Admin. Specialist II

### **Chastity Pegues**

Admin. Support Asst.

### **Barica Horner**

Admin. Secretary