



# HR & YOU



## From the Director's Desk: Dealing with Change

Human Resources

Edition # 7

### Change

I would like to welcome everyone (students, faculty and staff) back for the fall semester. I trust that each of you had a great summer and are now ready for the challenge of a new academic year. As you approach this new academic year, one constant is change.

Change is inevitable and is here to stay. Most of us are comfortable with the known and uncomfortable with the unknown. It is in our best interests, however, to learn to accept change - even embrace it and welcome its challenges. We can even come to terms with the fact that change can actually be good for us since it helps us develop and encourages us to grow.

No matter what you do, you can't run away from it; you can't make it go away, it is a constant. Change can be good and it can be bad. It is how you embrace change that helps make that determination. Change forces each of us to look at ourselves to see how we can do things differently and better. You can't return to the old ways of doing things – change forces

us, whether we want to or not, to do things differently. Change requires each staff member to look at his/her role. It may require each of us to do more with less. Our challenge is how do we face the inevitable? In this new, changing environment, change management skills are necessary if you wish to succeed. Each of us must learn to manage change. Whether you love change or hate it, for a successful, fulfilling work life, you must manage change, and even more importantly, you need to take charge of change and meet it head-on.

Change management is the process of helping individuals and organizations transition from the current state to the desired state. Here are 8 tips as you navigate the change process ([Essential Life skills.net](http://EssentialLifeSkills.net) 2014):

### 8 Tips for Managing Change:

#### **Embrace it - don't resist.**

While your gut reaction to change is often refusal, such a response is not productive. Change is inevitable, and you must learn to accept it. The quicker you do, the smoother your transition.

#### **Take care of yourself.**

Managing change can

be stressful if you are not prepared, so be sure to take care of yourself. Eat a balanced diet, exercise regularly and get enough sleep. Take time to relax. When you are healthy, you are better equipped and in a better frame of mind to handle anything. If, on the other hand, you are already stretched to your limits and having trouble coping, change will only add to your difficulties.

#### **Be open and flexible.**

Knowing that change can occur at any time helps you accept and adjust to it when it does happen. Be able to let go of expectations that no longer fit what is currently going on in your world.

#### **Stay positive and put it in perspective.**

Even the most difficult changes can produce positive results. Don't waste time dwelling on what you don't like. Focus instead on the potential benefits and new opportunities the changes may bring, and your spirits will remain lighter throughout the transition.

We all have the ability to control our inner and emotional responses to whatever happens. Our attitudes towards it and how we choose to deal with it is totally up to us. With

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that in mind, look for the positive outcomes of change - there are always some. In fact, how you react to it can often determine the outcome.

**Take control of your life.**

You can manage change by taking control of your life. Use your critical thinking skills. We all know that some change is forthcoming. Therefore, ask yourself what you can do in advance to help prepare for the transition. Make a list of options. Determine the best approaches. Take charge of your thoughts and actions. If you are mentally and psychologically prepared for change, it will not rock your world when it happens.

**Ask productive questions.**

Ask yourself questions that will make a positive difference, such as, "How can I help facilitate the transition?" or "How will I need to adjust my daily schedule to

accommodate this new process?" Avoid asking "whys," and instead learn to move forward by asking questions that will help you become comfortable with the changes.

**Take control.**

Change is stressful because it threatens a person's sense of control. Don't allow a powerless feeling to overwhelm you; face new challenges head-on. Focus on how you can make it work for you. You will feel empowered by your renewed sense of control when you stop allowing change to overcome you, and instead overcome change through hard work and steady determination.

**Make changes.**

Become the change agent. Sometimes we are forced into making changes because we allow ourselves to get stuck in a routine or lifestyle that is no longer working for us. If, however, we anticipate it and become

active rather than reactive, we can take control of a situation. We can look at where we need to make adjustments and then take action. Doing so can prevent the stress and anxiety that accompany unexpected change. Change in life is inevitable. Rather than fear or try to avoid it, our best course of action is to accept it, meet it head on and allow it to be a positive, constructive force in our lives. Have a great academic year and don't be afraid of change!

Dr. Richard Enyard, SPHR  
Director Human Resources



## More Resources: 10 Steps to Successful Change Management

The Office of Training & Development has resources to assist staff and faculty in becoming the best employees they can be!

One such resource is a book by Dr. George Vukotich titled, "10 Steps to Successful Change Management." Have a look at his suggestions, and if you're interested, borrow this quick read from us.

1. Understand Change
2. Assess the Impact of Change
3. Assemble a Change Management Team
4. Build a Vision for Change
5. Put a Change Strategy in Place
6. Win Support
7. Communicate Effectively
8. Overcome Challenges
9. Measure Success
10. Review Lessons Learned

Change is not an option, but how it is navigated is entirely within your power.

View our resource library here:  
<http://www.eiu.edu/humanres/training/library.php>

Let us know how we can help by e-mailing  
[eiutraining@eiu.edu](mailto:eiutraining@eiu.edu)

# Mandated Employee Training

## Ethics:

Became law in 2003 by the State of Illinois. [State Officials and Employees Ethics Act](#) (The Ethics Act) training addresses several important ethical issues

**All new employees to EIU, including students, are required to take the training upon their employment, within the first 30 days.**

Website: [Ethics Office and Training](#)



## **Ethics Training** (Annual)

All employees (status, student, part-time)

2 Types—**Booklet** (within 30 days of hire)

**On-line** full-time faculty & staff

## **Identity Protection Act Training** (Annual)

All employees take a version of training

Two types—general info or on-line

## **DCFS Mandated Reporting Form**

(Abused and Neglected Child Reporting Act or ANCRA)

All employees at time of hire

## **Sexual Harassment Training**

\*from the Office of Civil Rights & Diversity

## **Preventing Sexual Assault & Interpersonal Violence**

\*from the Counseling Center

Ethics Training: Contact Julie Benedict, 217-581-8415, [jabenedict@eiu.edu](mailto:jabenedict@eiu.edu). Regarding Ethics training and administration.

EIU Ethics Officer: Contact Rob Miller, 217-581-7249, [ethicsofficer@eiu.edu](mailto:ethicsofficer@eiu.edu) regarding Ethics questions or concerns.

## **Identity Protection Act (Social Security Number Protection):**

The [Identity Protection Act \(IPA\) \(5 ILCS 179\)](#), became effective June 1, 2010 and was supported by an EIU [Internal Governing Policy 133.2](#) to protect the privacy and rights of the customer in regards to Social Security Numbers and to properly train employees to protect the information.

Two types of training which varies with the department.

Website: [Identity Protection Act website](#)

Contact General Counsel, 217-581-7249 for questions or concerns

Contact Training and Development regarding training and administration, 217-581-8415.

## **Abused and Neglected Child Reporting Act:**

Effective June 27, 2012, personnel of institutions of higher education are mandated to report child abuse and neglect incidents as required by [325 ILCS 5](#). Therefore, all new personnel of Eastern Illinois University are required to sign a form (before hire) acknowledging that they understand their responsibility and duty to report such incidents.

Website: [Abused and Neglected Child Reporting Act](#)

Contact Training & Development, 217-581-8415 for training or question and concerns.

## **Preventing Sexual Harassment:**

New employees are required to complete the online training course upon their employment ([Internal Governing Policy, #175](#)). In addition, employees are expected to complete refresher/updated training every three years thereafter. The training assists employees, including student employees, in learning how to identify and prevent harassment and how to report concerns and complaints.

Preventing sexual harassment training is provided and administered by Eastern's Office of Civil Rights and Diversity.

Website: [Office of Civil Rights and Diversity](#)

Contact the Office of Civil Rights and Diversity/Title IX Coordinator for information or with questions about this training on preventing sexual harassment, 217-581-5020, [civil@eiu.edu](mailto:civil@eiu.edu)

## **Preventing Sexual Assault and Interpersonal Violence:**

The University is committed to ongoing awareness of sexual assault and misconduct issues for members of the campus community. ([IGP #185 - Sexual Assault, Abuse and Misconduct](#))

The Preventing Sexual and Interpersonal Violence training is administered by the Counseling Center, Sexual Assault Prevention Office.

Please contact the [Counseling Center, Sexual Assault Prevention Office](#), 217-581-3413 for information or with questions about this training on preventing sexual Assault.

The HR Website  
has received a  
face-lift!  
Check out the new  
site at  
[eiu.edu/humanres](http://eiu.edu/humanres)  
and tell us what  
you think!



## EMPLOYEE ASSISTANCE PROGRAM

### Resource for Managing Change

As one of the many benefits to you as an Eastern Illinois University employee, Magellan's Employee Assistance Program (or EAP) exists to help you deal with life's challenges. Magellan's EAP can connect you with the appropriate resources for your challenge and provide a limited number of visits to you at no cost. In addition, it is important to note that this is entirely confidential. Magellan is a third-party whose service is to provide you with the personalized care you need.

Everyone needs help from time to time dealing with life's challenges. Often, it's not the unexpected event that catches us off guard. It's more likely the predictable events and transitions in our lives — things like starting a new career, marriage, the birth of a child, the challenges teenagers present, or buying a house — that find us unprepared. When you

have a physical problem, you talk to your doctor. But who do you talk to when you're looking for ways to better manage your life?

When you feel like you need help dealing with a situation that's troubling you, call the Employee Assistance Program (EAP). The EAP is a confidential assessment and referral service that will link you to EAP counselors, who will help you develop the life management skills needed to enjoy life more fully. The EAP is available to you and your eligible dependents.

For information about this service visit our website [www.eiu.edu/~humanres/benefits/eap.php](http://www.eiu.edu/~humanres/benefits/eap.php)

or Magellan's site [www.magellanassist.com/default.aspx](http://www.magellanassist.com/default.aspx).

### Stress Series Workshops Offered Throughout Fall 2014 Semester

Human Resources and the Office of Training and Development have coordinated a series to take place this fall semester that addresses the effects stress can have on the individual and how to minimize stress levels.

As part of the Healthy Lifestyles series and with a variety of experts facilitating, we hope to offer anyone in the EIU community helpful tips and useful skills for managing stress levels. These sessions are offered in "lunch and learn" style, conveniently over the traditional noon to 1 p.m. lunch hour.

Sept. 9—Stress & Sleep  
Rathskeller Loft  
Kasey Evans, HERC G.A.

Sept. 30—Financial Wellness to Reduce Stress Levels

Martinsville Room  
Nick Plunkett, LIFE Center

October 9—Effects of Stress on the Body

Arcola/Tuscola Room  
Dr. Jennifer Hewing  
Gandolfi Chiropractic

Nov 19—Nutrition & Stress  
Martinsville Room  
Sylvia Crowder, HERC G.A.

And more still in the works...

Check back to see the exciting new additions to this series! Register and learn more about the workshops here:

[https://www.eiu.edu/apps/registration/account\\_index.php?id=28](https://www.eiu.edu/apps/registration/account_index.php?id=28)

### It's Back to School Time!

Remember to take a moment to make our students feel welcomed! Guide a lost freshman to her or his class!

Don't be stingy with the smiles! What makes EIU different is you!



## HUMAN RESOURCES

Director's Office, 2010 Old Main, 581.3514  
Training & Development, 581.8415  
Workers' Compensation, 581.7835  
Employment/Exams, 2020 Old Main, 581.3463  
Benefits Services, 2031 Old Main, 581.5825

[eiu.edu/  
humanres](http://eiu.edu/humanres)



## Training & Development...

Has a new listserv so you can be informed of our upcoming sessions and workshops! Sign up today!

(<https://lists.eiu.edu/mailman/listinfo/eiutraindev>)

Has convenient on-line registration! ([https://www.eiu.edu/apps/registration/account\\_index.php?id=28](https://www.eiu.edu/apps/registration/account_index.php?id=28))

Offers a Caregivers Series for those who directly provide care or support others who do!

(<http://www.eiu.edu/humanres/training/caregivers.php>)

Offers a Financial Managers Series for those who manage budgets at EIU so they can follow the correct processes and procedures!

(<http://www.eiu.edu/humanres/training/fms.php>)

Offers a Healthy Lifestyles series that focuses on many of the varied aspects of achieving wellness! (<http://www.eiu.edu/humanres/training/healthylifestyles.php>)

Coordinates New Employee Orientation!

(<http://www.eiu.edu/humanres/training/NewEmployeeOrientation.php>)

Offers The Leading Edge leadership series!

(<http://www.eiu.edu/humanres/training/theleadingedge.php>)



"Education is what survives when what has been learned has been forgotten." – *B. F. Skinner*

## Spotlight On Cathy Brachear, Human Resource Assistant

When entering the Director's office in Human Resources, the first person to greet you is Cathy Brachear. Not only does she handle general customer service, she works with processing HR documents, background checks for employment, and Workers' Compensation claims. She is responsible for budget management, web development, and student worker supervision. She understands that a first impression means everything and strives to do her best to accommodate students, staff, and faculty. She is a welcoming asset to our department.