

the Personnel Touch

Prepared monthly by FIU Personnel Department.
An internal communication on FIU Personnel
matters, policies, procedure and benefit
information. Suggestions on content may be
sent to the Personnel Department, PC 220,
Extension 2576.

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PREFERRED PATIENT CARE - DEADLINE EXTENDED

The deadline to change to the State's new Preferred Patient Care option has been extended by the Bureau of Insurance.

Anyone interested in changing or enrolling may still do so. For information call Sharon, Extension 2530 or Carol, Extension 2536.

UNIVERSITY TRAVEL SEMINAR

The University began a contract for travel services with Around the World Travel, Inc., on February 1, 1985, and now is the time for you and representatives of Around the World Travel to meet. You will have an opportunity to learn their procedures, and they will have an opportunity to learn the concerns you have about their agency.

Numerous techniques and devices will be used to enhance your knowledge of University travel regulations and to make your travel and work with travel clearer and easier.

Presenters are:

Mr. Mark A. Elias	Mrs. Grace Brown
Vice President	Accountant &
Around the	Accounts Payable
World Travel, Inc.	Supervisor
	Univ. Controller's
	Office

Please join us:

Bay Vista: Tues., March 5, 1985,
9:15 a.m. - 12:00 noon, TC 333B.

Tamiami: Thursday, March 7, 1985,
9:00 a.m. - 12:00 noon, PC 521.

Please confirm your attendance by March 4, 1985 by calling Mrs. Yolanda Mirones at 554-2534.

SICK LEAVE POOL

The voluntary Sick Leave Pool Policy for Faculty, A&P, and Career Service employees has been approved and is now ready for implementation.

Eligible University employees may participate in the Sick Leave Pool by contributing personal sick leave

credits to the Pool and upon depletion of their individual annual, sick and compensatory leave credits, may apply to draw sick leave credits from the Pool for personal illness, accident or injury.

All full-time Faculty, Administrative and Professional, and Career Service employees may participate after completion of one year of employment with the State, provided a minimum of 64 hours of unused sick leave has been credited to the employee at the time of enrollment.

The first step in implementing the policy is to appoint a Sick Leave Pool Committee. If you are interested in serving on this committee, please contact Steve Belcher at 554-2190, no later than March 8, 1985.

The initial enrollment will be during the month of April. The Sick Leave Pool will be considered active when fifty (50) eligible employees have been accepted for membership by the committee.

Please refer to the February 19, 1985 memorandum, from Steve Belcher, to get details about the Sick Leave Pool, including: eligibility and membership, enrollment periods, Sick Leave Pool administrator and committee, activation of the Sick Leave Pool, utilization of the Sick Leave Pool, and the Sick Leave Pool Appeals Board.

FREE PASSES TO YOUTH FAIR

The Dade County Youth Fair will be opening on March 14, 1985 and will continue until March 31, 1985. Please be aware that traffic and parking will be difficult during that period of time.

Faculty, staff and students, will be granted free entry into the 1985 Youth Fair on Monday, Tuesday and Wednesday - March 18, 19, & 20. You will need only your FIU ID CARD (good for 2 adults and 2 children).

"WHY DO WE LISTEN POORLY?" AND TEN
GUIDES TO IMPROVED LISTENING

"Most of us are poor listeners", says Robert P. Cort in his book Communicating with employees. The four reasons Cort states for poor listening are:

1. We are self-centered rather than you-centered. When we listen to the words only during a conversation and fail to note the meanings behind the words, it is probably because we are more interested in what our next statement is going to be, or how well we seem to be getting our message over, than we are in projective listening to the other person.
2. We daydream as the other person talks. Our speed of thinking is about four times as fast as talking speed. As a result, we don't give listening the concentration it should have, and we go off on mental tangents from time to time while only pretending to listen.
3. Through some preconceived bias, we may reject what the speaker is saying. Either we take a dislike to his/her personal appearance or the person makes a statement that runs counter to some pet belief. This frequently starts an argument while at the same time setting up an effective roadblock to understanding.
4. There just isn't time to listen. The work day seems just too short for lengthy interviews and drawn-out conferences. By doing most of the talking yourself, you can keep these gab-fests within "reasonable" bounds and "sensible" time limits.

Cort refers to a study made by Dr. Ralph G. Nichols of the 100 best listeners and the 100 worst listeners in the freshman class at the University of Minnesota. And Cort suggests that Dr. Nichols' conclusions are very useful for managers and employees who wish to improve their listening technique.

Here are 10 recommendations:

1. "Find area of interest. All studies point to the advantage in being interested in the topic under discussion ... Whenever we wish to listen efficiently, we ought to say to ourselves: 'What's the speaker saying that I can use?'
2. "Judge content, not delivery. Many listeners alibi inattention to a

speaker by thinking to themselves: 'Who could listen to such a character? What an awful voice!' ... The good listener reacts differently ... I'm not interested in his personality or delivery. I want to find out what he knows. ...

3. "Hold your fire ... We must learn not to get too excited about a speaker's point until we are certain we thoroughly understand it. The secret is contained in the principle that we must always withhold evaluation until our comprehension is complete.
4. "Listen for ideas ... Good listeners focus on central ideas; they tend to recognize the characteristic language in which central ideas are usually stated, and they are able to discriminate between fact and principle, idea and example, evidence and argument ...
5. "Be flexible ... A good listener must be flexible and an adaptable note taker.
6. "Work at listening ... Faking attention is one of the worst habits afflicting us as a people ... For selfish reasons alone, one of the best investments we can make is to give each speaker our conscious attention ...
7. "Resist distractions ... A good listener instinctively fights distraction. Sometimes the fight is easily won by closing a door, shutting off the radio, moving closer to the person talking, or asking him/her to speak louder ...
8. "Exercise your mind ... Good listeners apparently develop an appetite for hearing a variety of presentations difficult enough to challenge their mental capacities.
9. "Keep your mind open ... Effective listeners try to identify and to rationalize the words or phrases most upsetting emotionally ... Among the words known thus to serve as red flags to some listeners are; ugly, lazy, bossy/domineering, welfare, landlord, manipulator/ed, pervert, automation, clerk, income tax, communist, dumb/misinformed, wrong, unintelligent, "Tom", square, liar, fat, skinny/puny, back-stabber ...
10. "Capitalize on thought speed ... Good listeners use their thought speed to advantage; they constantly apply their spare thinking time to what is being said ..."

To capitalize on thought speed, Dr. Nichols suggests:

1. Try to anticipate what a person is going to talk about.
2. From time to time, mentally summarize what the person has been saying.
3. Weigh the speaker's evidence by mentally questioning it.
4. Listen between the lines. Look for facial expressions, gestures, changes in voice, tone and volume.