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FLORIDA INTERNATIONAL UNIVERSITY
THE
Personnel Touch

HR Newsletter

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Office of Human Resources

University Park, PC 224

11200 S W 8th Street

Miami, FL 33199

(305) 348-2181

www.fiu.edu/personnel

The Department of Training & Development has moved to a new location.

We are now located in PC 510

AIM HIGH

Florida International University offers its employees the opportunity to increase their skills, learn new subjects, and expand their personal, professional, and organizational development through the Department of Training and Development. Every quarter, a calendar is distributed with the courses offered. Check your mailboxes for the October to December calendar. Some of the training workshops we have provided include Stress Management, Conflict Resolution, Customer Service Excellence, Preventing Violence in the Workplace, Franklin Covey's Time Management, Dale Carnegie's Effective Communication, and many, many more! We also have great news for our faculty members. We have recently partnered with the Division of Sponsored Research and Training to offer workshops aimed at assisting in the grant proposal process. The first 2 workshops are "An introduction to the new InfoEd Funding Search Mechanisms" and "How to submit a proposal to the National Science Foundation using Fastlane". Last year, over 1200 of your colleagues attended our programs. This year, we are looking forward to many more of you attending. Don't miss out on this great benefit.

Registration is Easy

Email at training@fiu.edu

Fax: 348-1674

Call: 348-6474

www.fiu.edu/personnel/Training/T&D.htm



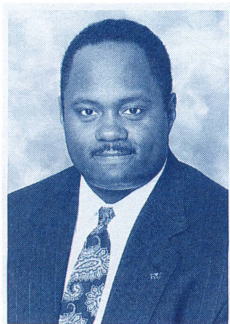
Congratulations to the 1999 Employee Recognition Award Winners

The 1999 Employee Recognition Awards Ceremony held on Tuesday, October 19th was a grand celebration that was attended by over 500 FIU employees. **The Personnel Touch** takes this opportunity to thank everyone who worked diligently to ensure the success of this annual event. Special mention and appreciation goes to **SST Communications** who delivered an outstanding performance on Customer Service issues in the workplace. Our congratulations to all the winners!

Inside this issue of *The Personnel Touch*, we have featured the winners of the various awards presented.



Director's Corner



How to Deal With Conflict

As Assistant Vice President for Business and Finance, I am taking this opportunity to address a key issue that affects us all in the workplace~ conflict management. As many of you have seen in recent weeks, the issue of workplace violence is increasing. For this reason, it is important to learn to manage the myriad of situations we face each day.

To handle conflict among your team members:

- **Ask** those who disagree to paraphrase one another's comments. This may help them learn if they really understand one another.
- **Work out** a compromise. Agree on the underlying source of conflict, then engage in give-and-take and finally agree on a solution.
- **Ask** each member to list what the other side should do. Exchange lists, select a compromise all are willing to accept, and test the compromise to see if it meshes with team goals.

- **Have** the sides each write 10 questions for their opponents. This will allow them to signal their major concerns about the other side's position. And the answer may lead to a compromise.
- **Convince** Team Members they sometimes are going to have to admit that they are wrong. Help them save face by convincing them that changing a position may well show strength.
- **Respect** the experts on the team. Give their opinions more weight when the conflict involves their expertise, but don't rule out conflicting opinions.

Source:
Making Teams Succeed at Work
Alexander Hamilton Institute,
70 Hilltop Road, Ramsey, NJ 07446

The 9th Annual Presidential Holiday Affair

The ninth Annual Presidential Holiday Affair is scheduled for December 10, 1999 at the Golden Panther Arena. Please mark your calendars so you may join your colleagues and friends in celebrating the Holiday Season. As in previous years, we are working hard to bring you good food, fun, and wonderful prizes. Plan to attend!



Upcoming Events & Dates to Remember

◆
New Employee Orientation
November 22
December 3, December 16
9am – Noon PC 521

TRAINING SESSIONS

◆
Performance Excellence
November 18, UP
9am – Noon (PC 521)

◆
Performance Appraisals
November 18, UP
9:30am – 11:30am (PC 224)

◆
How to Conduct InfoEd. Searches
(Faculty Workshop)
November 15, UP
10 – Noon (PC 521)

◆
Interviewing Techniques
November 19, UP
10am – Noon (PC 521)

◆
CDPOP
Career Development Program
For Office Professionals
December 7, UP
9am-1pm (GC 150)

◆
Balancing Work and Home
December 14, UP
9am-Noon (PC 224)

◆
Continued on Page 3

1999 Employee Recognition Awards Ceremony

1999 Presidential Award
Winner

Dr. Nathan Katz
Professor
Religious Studies



Congratulations to all our Presidential Award Finalists!



Andy Fornaguera
Acting University Controller



Josefina Cagigal
Director, University Advancement



Maria Mazorra
Assistant Director, Human Resources



Nancy Ponn, Director
Libby Kirsch, Assoc. Director
Children's Creative Learning Center



USPS Employees of the Year Award
 Jeanne Disney, Academic Affairs
 Charlie Blackwell, Facilities Management



A&P Employees of the Year Award
 Ruth Hamilton, Graham Center
 Danny Price, Athletics



Pictured from left to right:
 Carlos Carrasco
 Betty Gajate
 Debra Williams
 Jenel Patterson
 Elizabeth Moss
 President Maidique
 Marilyn Ochipa
 Carol Stanmore
 Josefina Cagigal
 Lourdes Meneses

Not Pictured:
 Ana Cortada
 Burhan Fakhri
 Clifton Tucker

Our 1999 Customer Service Award Recipients pose with their awards



Access & Equity Award
 Dr. Glenda "Rusty" Belote, Undergraduate Studies
 poses with her award along with FIU President
 Maidique and Dr. Ivelaw Griffith



Gabor Exemplary Employee Award
 Emily Spence-Diehl, Victim Advocacy Center
 Presented by Jeff Gabor, President, The Gabor Agency,
 FIU President Maidique and Dale Webb, Acting VP, Advancement
 accepting award for Emily is Dr. Patricia Telles-Irvin, Acting VP, Student Affairs

Help! Stop Workers' Compensation Fraud

Insurance fraud is an increasingly expensive burden on the nation's economy and has become the second largest economic crime in America. According to the Coalition Against Insurance Fraud, worker's compensation fraud costs Florida \$ 150 million a year. The national figure is 3.5 billion annually. Employees who report fraud, in good faith, are protected from civil liability for libel, slander or other related torts. The employee or supervisor is the first line of defense in fighting workers' compensation fraud. The Florida Department of Insurance has compiled the following trends or clues that may indicate possible workers' compensation fraud should several be present.

Look for the following clues:

Injury was not promptly reported to the supervisor.

Demands are made for a quick settlement of the claim.

Employee changes physicians when a release for work has been issued.

Noise or strange sound in background when claimant returns your call.

Task that caused injuries is not consistent with job duties of claimant.

Injury occurred late on Friday or early Monday morning.

Frequent change of physician or medical provider by claimant.

Years of reporting subjective injuries.

Injury occurred in an area where employee would not be normally working.

Notice of claim made after employee is terminated or laid off.

Grease under fingernails, callused hands, muscular, or similar description of claimant.

Claimant is very familiar with claim procedures and workers' compensation law.

Letter from claimant's attorney is dated the day of the reported accident.

Attorney threatens legal action unless quick settlement is made.

Information regarding details of accident is vague and contradictory.

Medical History and First Report of Injury describes accident differently.

Accident occurs just prior to a strike, layoff or end of probation period.

Never home when you call.

Tip received that totally disabled worker is employed elsewhere.

Family members are also receiving workers' compensation or other social benefits.

Rumors from other employees that claims are not legitimate.

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Upcoming Events & Dates to Remember



Position Descriptions
November 10, UP
10am – Noon (PC 521)



Balancing Your Accounts
November 16, UP
9am – 11am (PC 521)



Business Writing
November 17, UP
9am – Noon (PC 224)



Stress Management
November 23, UP
9am – Noon (PC 521)



Preventing Violence
November 30, UP
9am – Noon (PC 521)



Time Management
December 8, UP
9am – Noon (PC 224)



President's Holiday Affair
December 10, UP
11:30am – 3pm
(Golden Panther Arena)



Quotable Quotes

“The mechanics of industry is easy. The real engine is the people: their motivation & direction”.

~ Ken Gilbert ~

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Attorney complains to home office of carrier regarding payment.

Uncooperative claimant.

Doctor/lawyer combo previously known to handle some kind of injury.

Source: Florida Department of Insurance and WorkWise (Summer 1999), an update published by the Florida Humana Compensation Services.

Sick Leave Pool Registration

If you are a full-time Faculty, A&P, or USPS employee and like to have peace of mind, then the following benefit is for you! Have you ever thought what would happen to you and your family in the event of an accident or an unforeseen illness? Would this unexpected event bring financial hardship to you and your loved ones? You can now join the Sick Leave Pool during Open Enrollment which ends on November 15, 1999. When you receive your form, do not delay! Fill it out and return it to the Office of Human Resources, PC 224, Att: Sick Leave Pool Administrator. All you need to do is donate eight (8) hours, a one-time contribution from your accumulated sick leave. Isn't that a very small price to pay for a little extra security and peace of mind? If you would like more information regarding this great benefit, please call the Office of Human Resources at 348-2190. Requirements to join include being employed with FIU for a minimum of one year and have a current balance of at least 64 hours of sick leave.

Tax Deferred Annuities 403(b) and 403(b)(7)

Section 403(b) and 403(b) (7) of the IRS code permits tax-deferred annuity (TDA), also referred to as a tax-sheltered annuity (TSA) contributions for non-profit organization employees. The intent is to allow employees to contribute current year income to a self-directed retirement program. The employee does not pay income taxes on the contributed money or the investment earnings of the plan until the money is withdrawn from the plan. Insurance companies offer the 403(b) programs. The 403(b)(7) programs are offered by mutual funds. The IRS sets limits on how much you may contribute to a TDA. The formula for maximum contribution is complicated and there is an IRS penalty for over-contributing. Most companies offering TDA's will calculate the maximum contribution you may make and ensure that the maximum has not been exceeded. This requires that you provide accurate income data to the company preparing the calculation. All contributions to a TDA are employee contributions. In general, the IRS has set the limit of 20% of eligible compensation with a cap of \$10,000 for employees with less than 15 years of service and \$15,000 for employees with more than 15 years of service. Remember, the calculation is based upon your salary. You may not necessarily be eligible for these maximum limits. It is your **responsibility** and your TDA company's responsibility to determine that the amount you are contributing is within IRS guidelines.

NEWSLETTER STAFF

EDITOR

Maria Alam

CONTRIBUTORS

Serafin Alorro
Val M. Berry
Jan Bourne
Silvia Covas
Joann Cuesta-Gomez
Maria Mazorra
Iliana Ricelli
Grace Ulla

MEET OUR STAFF!

**Asst. VP, Business & Finance
Director, Human Resources**
Val Monroe Berry

Associate Director, HR
Maria Alam

Office Manager
Joann Cuesta-Gomez
Program Assistant
Yesmi Hernandez

Assistant Director, HR
Grace Ulla

Sr. Records Representative
Clara Martinez

Records Representatives
Erelyn Llano
Lourdes Fonnegra
Records Assistant
Jorge Velez
Wan-Hai Tseng

Workers' Comp. Coord.
Serafin Alorro

Computer Prog. Analyst
Cheryl Cawn

Assistant Director, HR
Maria Mazorra

Sr. Compensation Rep.
Cindy Medina

Sr. Employment Rep.
Sandra Nelson-Pollas
Employment Representative

Marilu Martinez
Program Assistant
Berta Vidal
Senior Clerk
Peggy Turner
Employment Assistant
Enrique Mendez

Assistant Director, HR
Iliana Ricelli

Training Specialists
Jan Bourne
Pedro Vidal
Training Assistant
Regina Jue

HR Representative, North Campus
Guerline St. Vil

Human Resources Assistant
Tamone Blair

Benefits Coordinator
Silvia Covas

Sr. Benefits Representative
Stacie Lee
Berta Villares

Benefits Representative
Patty Sanchez
Benefits Assistant
Jacqueline Rodriguez