CS Focuses on Increasing Employee Development

When the Feedback and Development Model rolled out in 2012, there was a new component that garnered a lot of attention: Employee Development. Campus Services (CS) realized that employees should be developed to meet their goals. CS began to utilize Central Human Resources Learning & Organizational Development (LOD) team to help our employees strengthen their skills while continuing to grow. In Fiscal Year 2015, the number of CS employees that participated in a LOD program increased by 20% from the previous year. The number of CS



2015 LOD Program Graduates Back Row, left to right: Shervon Lewis, Lance Brock, Brent Zern, Jay Schmahl, Kevin Parks, Anthony Refour and Avril Occilien-Similien Sitting, left to right: Ashley Cobette, Kimberly Johnson and Carla Ross

employees that took an LOD course in 2015 has nearly doubled from the previous year. "We encourage employees to utilize these courses and programs," said **LaSheree Mayfield**, LOD Coordinator. "The feedback we get back from attendees help us improve these programs."

CS Leadership has been the driving force in the increased number of employees

INSIDE THIS ISSUE:

Leadership Spotlight
We Heard You!
Happy Retirement
CS Highlights
HR Headlines
CS Open Positions
Wellness Corner
Recycling Events
Upcoming Events

participating in LOD programs and courses. Leaders are now asking employees to put their development goals in CSB so they can assess what courses would be of most benefit to them. "I make sure everyone on my team is able to attend a LOD course to help them enhance their skills," said **Jody Hayles**, Zone F Supervisor.

Those who have been through the programs and courses are providing valuable feedback to other CS employees. Employees are presenting "lessons learned" presentations to their team members to help spread the word on how these courses can benefit them.

We encourage all CS employees to go to the LOD website and see which programs and courses can benefit them at: http://www.learningservices.emory.edu.



LEADERSHIP TEAM SPOTLIGHT SPOTLIGHT ON: KAREN SALISBURY CHIEF OF STAFF

The first page of my Mentor's Journal reads:

Mentoring begins when a person strategically affects
The professional life of someone else by fostering insight,
Identifying needed knowledge and expanding the other person's horizons.

It is not a light hearted endeavor, for the mentor or the mentee, yet the results can yield a profound sense of accomplishment, opportunity and growth. I have been on both sides of the mentoring relationship, and am not sure I could pick one that is more

meaningful than the other. I have been so fortunate to have a few significant mentors in my life that have really helped me develop my career, yet I have learned almost as much about myself through mentoring others.

To be a good mentor, you need to separate yourself and your ego from the needs and best interests of your mentee. I need to foster insight and help them identify what they need to know to move forward. When I see them struggle with a situation, oh how I want to say "This is what you should do!" or "I've been there, and I can help you avoid that situation, so do this....." but I bite my tongue! The most important job I have as a mentor is to encourage my mentee to navigate the situation, use good judgment and make their own decision. Many of you that know me can appreciate how difficult this is for me, but I have to say that when I follow my own advice, it is so powerful to see a young professional step up to their own potential. That is the draw of being a mentor.

My mentors have been so important to my development. Not just in a career trajectory, but also in an exploration of who I am as a person - What I believe, how I project that in my work, how I want to be perceived in the workplace, and knowing what behaviors support my values and what don't. I want to share a couple of early lessons that I got from my mentor that have stayed with me for many years, and I think are worth sharing:

Perception is Reality. That used to frustrate me to no end. What will impact your future is not just the things you actually do, but also how people perceive you. Managing how you are perceived is important when you supervise others. Do your employees perceive you as playing favorites? Consider what behaviors may lead them to this conclusion? It really doesn't matter if you say they are false, the perception will trump your explanation all day long.

The other lesson I learned from my mentor was "Leave your ego at the door. You can pick it up again when you leave." There is nothing productive about an out of control ego in building a strong team. To effectively collaborate, leave your behind! Be willing to listen to what others are saying regardless of who says it. Be humble and open to considering a new direction. There may be times when your ego will support your highest goals, but in collaboration, it can be toxic – tap the doorframe as you walk into the room as a personal gesture of dropping your ego off, and pick it back up when you leave. I assure you, your healthy ego will not get lost!

I've served as a mentor through the Mentor Emory program for many years, and have learned so much about myself as I have helped guide my mentees on their developmental goals. I encourage everyone to take a chance, and open the door to this experience. No matter what side of the relationship you are on, you will grow and feel a wonderful sense of contributing to the development of someone else. It certainly makes me smile.

Applications for the Mentor Emory program are currently available through **Monday, November 9.**http://www.learningservices.emory.edu/mentor_emory/.

Karen Salisbury

NOVEMBER 2015



Workforce

How can we have an opportunity to interact/collaborate with other people and departments?

There are many different ways we have opportunities to interact and collaborate with other departments. As an example, the executive leadership group is conducting job shadowing where each Associate Vice President within Campus Services shadows an employee outside of their respective organization for one hour once per month. Several of the O&M shops have provided cross training or shadowing opportunities to expose employees to other parts of the organization. BRS employees have shadowed mechanics. During the renovations and capital projects, all trades are represented or should be represented to work with Project Managers during design reviews and to "walk" the projects during various stages of construction. There are also opportunities to collaborate and interact during HR training and development classes. I would also suggest volunteering for the several larger CS events such as the Christmas Party and Summer Picnic planning committees, Chair Rodeo for Commencement, post commencement venue breakdown, etc. If there is something you have in mind for a collaborative opportunity, please bring it up with your supervisor.

-- Todd Kerzie

Innovation

Are there opportunities to move employees around from their assigned buildings to help other areas where the workload may not be so demanding?

Directors have the authority to assign and reassign their employees to job locations, job sites, specific locations, etc., as they see operationally necessary. As suggested by this question, there may be times throughout the year where it makes sense to move employees around to cover heavier operational requirements. However, regardless of workload the priority is to provide the required level of service at all locations.

Directors have the authority to move their employees around to cover operational needs, vacancies, vacations, or extended FMLA.

--Todd Kerzie

Culture

We are an organization focused on doing the right thing, the right way, and for the right reasons. Doing the right thing includes treating one another with respect. And yet, sometimes that doesn't happen. How can we encourage one another in this area?

Yes, as an organization, Campus Services is committed to cultivating a culture where all employees treat one another with respect in all circumstances. Unfortunately, we recognize that people make mistakes and do not always meet their own expectations. This is definitely an area where there is room for improvement and we have taken steps to address this. For example, this year we started a leadership development series where leaders have gained important practice and training around developing employees, managing performance, and conducting effective performance review discussions. These types of training sessions are focused on helping leaders develop the listening and communication skills necessary to make the best choice in challenging situations.

We have also offered a "Lunch & Learn" series for non-supervisory staff in which employees learned how to respectfully communicate to their coworkers, leaders and customers as well. We are constantly evaluating the types of training and development needed to support all CS employees and we will continue to place a focus on respectful communication.

--Lisa Underwood

Customer Experience

I'd like to see a more user friendly customer service process. Submitting work order requests can be cumbersome.

There is progress being made on this! Thanks to an initiative in CS-IT and Work Management, we are developing an app that will allow customers to submit work requests from their phone, tablet or computer. Several fields will auto-populate when you sign in, and users will be able to track all the work requests they have submitted, and follow the status changes of their requests. A pilot group in Housing will be put in place by late November, and if all goes well, we expect to roll this out for all customers on campus. We are always on the lookout for ways we can improve the process, so all ideas are welcome.

As one of our Cross Functional goals for FY16, Todd, Lisa and I are reviewing the entire work request process with a touch point analysis to identify ways we can make the process more efficient, helpful and user friendly.

-- Karen Salisbury

HAPPY RETIREMENT & THANK YOUR FOR YOUR YEARS OF SERVICE



Above: Rickey Ray and Leonard Ivev

Leonard Ivey began his career at Emory as a HVAC mechanic in the Facilities Management (FM) department in February 1975. He retired as a Lead HVAC mechanic in September 2015, after over 40 years of continuous service.

Leonard was known for his wisdom in the HVAC and refrigeration field. He was the person that his team members would go to for help and mentoring no matter how complicated the issue. Leonard was highly respected throughout Campus Services (CS) for his hard work and

willingness to get the job done right.

Leonard's retirement party was held on September 25, and many well wishers came to say goodbye. **Rickey Ray**, Preventative Maintenance Supervisor, thanked Leonard for being such a wonderful team member and giving his all to the job. "We were lucky to have someone as talented and wonderful as Leonard for all these years, and we wish him so much happiness," he said. Leonard was genuinely touched by the outpouring of support from his fellow coworkers.

Leonard was a hard working and gracious employee. We are truly thankful for his many years of service to CS and he will be greatly missed!





Bottom, right: : Hitachi Blake and Lawrence Bethea with Leonard Middle: Leonard cutting the first piece of his retirement cake. Bottom, left: Mike Wallace, Leonard and Kenneth "Bubba" Sims

CS HIGHLIGHTS

NEW SUPEVISOR



Above: Franklyn Jamieson

As of October 2015, Campus Services (CS) is pleased to announce **Franklyn Jamieson** as a new supervisor in HVAC. Franklyn as been a member of CS for over nine years in the role of Controls System Operator/Tech I. Prior to joining Emory, he worked for the Broward County School Board in Florida.

Franklyn has over 24 years of facilities management experience including five years of journeyman training. He will be responsible for leading a team of eight employees in the HVAC department, and he is looking forward to sharing his knowledge and getting the job

done the right way.

We are excited to welcome Franklyn into his new role. We know that we will see great things from him.

NEW MANAGER



Above: Mark Kyles

Campus Services (CS) is excited to welcome **Mark Kyles** as a new manager in Operations and Maintenance (0&M) at Oxford. Prior to joining CS, he was the Service Manager for the Atlanta Housing Authority for six years and he served on the facilities management board of his alma mater, Tuskegee University.

Mark comes to Emory with over fifteen years of experience in facilities management along with providing oversight for new buildings. He is excited about starting his new adventure at Emory, admitting that he always hoped he would return to working in higher education.

We are thrilled to welcome Mark to our CS team. Please give him a very warm welcome.

HR HEADLINES

MANDATORY TITLE IX TRAINING

Title IX training is an important and critical three year initiative specifically designed for Emory University. Our goal is to engage the entire Emory community in prevention, and ultimately, elimination of sexual violence on our campus. This is an initial step in that direction and this training will provide you with the essential tools to prevent sexual misconduct, respond to and report such misconduct, improve responses of such misconduct and comply with applicable federal laws. This is a top priority and incredibly important.

Please complete the training by November 15th (unless you are scheduled for one of the CS facilitated classes). The training module will take approximately one hour to complete. You may leave the course at any time and when you return, the course will open to the last page visited.

To access the course, please log in to Emory's Learning Management System ("ELMS") and click on "All Learning." The course titled, "Bridges: Building a Supportive Community" will be listed as one of your assigned courses.

Below you will find a few tips on how to gain access to the course if you are experiencing difficulty:

- 1. Access the course using Emory University's preferred internet browser, Google Chrome.
- 2. Disable pop-up blockers and allow cookies for the following web site, https://elmprod.emory.edu.
- 3. Once you complete the course, change your settings back to your default settings to ensure secure web browsing.

For detailed instructions on accessing the course, go to:

http://equityandinclusion.emory.edu/documents/compliance/Bridges-Troubleshooting-Guide.pdf.

Note: If you have previously completed the "EDU: Eliminate Campus Sexual Violence" course, you are not required to complete the "Bridges: Building a Supportive Community" online course.

Also, if you participated in the Campus Climate Survey related to Sexual Assault on our campus, you will still need to complete this training. The Campus Climate survey is a separate initiative.

Thank you all for assisting us in this important initiative. We are committed to keeping our community safe!

Best Regards,

Lynell A. Cadray

Associate Vice Provost Office of Equity and Inclusion & **University Title IX Coordinator** Emory University Atlanta, Ga 30320

lynell.cadray@emory.edu

404-727-2611



CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources Posted as of 10/28/2015

Department	Job Title	Job Title Job Requisition ID	
BRS	Custodian (PT)	56191BR	1
BRS- Oxford	Custodian	51588BR	1
BRS- Oxford	Custodian, Sr	53416BR	1
BRS- Oxford	Supv, Custodial	55909BR	1
CS Information Technology	Applications Dev/Analyst, Sr	54916BR	1
EPD	Police Officer	47916BR	1
Grounds	Landscaper	48345BR	1
Grounds	Turf Care Specialist	56262BR	1
HVAC	Supv, HVAC	53620BR	1
PDC	Project Mgr, Construction	5711BR	1
Plant Operations	Plant Operator	53999BR	1
Plant Operations	Plant Operator, Sr	54000BR	1
Security Systems	Locksmith, Sr	48874BR	1
Security Systems	Access Control Tech	48772BR	1
Staging	Special Event/Moving Specialist I	48748BR	1
Steam Plant	Steam Distribution Mech.	46100BR	1
Steam Plant	Steam Distribution Mechanic, Sr	53249BR	1
Steam Plant	Specialist, Water Chiller	54189BR	1
Zone E Maint	Maintenance Mechanic	39362BR	2
Zone E Maint	Sr. Maintenance Mechanic	53408BR	1
Zone F	Sr. Maintenance Mechanic	56899BR	1
Zone F & Zone H	Maintenance Mechanic	56898BR	3
Zone F & Zone B	Maintenance Mechanic	47638BR	2

All applications need to be submitted electronically at http://www.hr.emory.edu/careers/index.html

Wellness

Stay Active.

Eat Well.

Relax.

Live Long.

Changing Your

Mind and Body

...Inside Out

HEALTHY LIVING SPOTLIGHT

FEATURED RECIPE

ROASTED RAINBOW CARROTS



What You Need

2 lbs. of small carrots, multicolored

2 teaspoons extra-virgin olive oil

3 tablespoons of butter

3/4 teaspoon of salt

1/4 cup olive oil

2 tablespoons of chopped fresh sage Fresh sage for garnish

Make It

Position racks in upper and lower third of oven; preheat to 450°F.

Trim carrots and cut in half lengthwise.

Toss with oil and salt in a large bowl.

Divide between 2 large rimmed baking sheets and spread in an even layer.

Roast the carrots, stirring once and switching the pans top to bottom halfway through, until tender, about 15 minutes.

Meanwhile, melt butter in a small skillet over medium-high heat. Cook until just starting to brown, 2 to 3 minutes. Remove from heat. When the butter stops bubbling, stir in sage. Transfer the carrots to a serving dish and drizzle the sage brown butter over them. Garnish with fresh sage, if desired.

ENJOY!

MOVE MORE CHALLENGE UPDATE

For the past several weeks, you may have noticed more Emory employees taking the stairs, more people wearing their sneakers, and an increase of walkers in the parking decks. That's because Emory employees are moving more, thanks to the Move More Challenge.

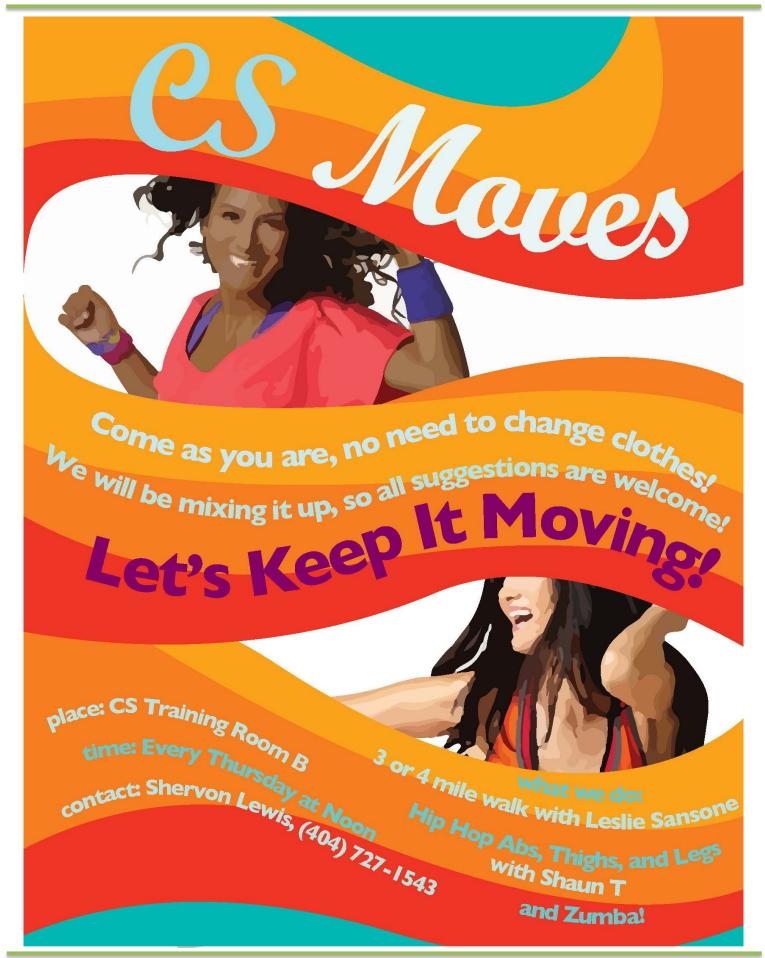
The eight-week challenge, which began Sept. 21, is Emory's first enterprise-wide challenge designed to encourage employees to add more movement to their daily routine. Using a Fitbit device, participants track their daily steps and active minutes, setting goals, having fun, and competing with their co-workers. So far, Move More Challenge participants have walked an average of almost 9,400 steps per day – that's about 650,000 miles!

Campus Services is in the medium group (50-125 employees) and has been in first place of this group for most of the challenge. After week 4, prizes were given out through a random drawing for participants in the program. **Shervon Lewis**, Program Coordinator, won a \$20 Amazon gift card for averaging 5,000-9,999 steps a day. **Paul Winfrey**, Emory Police Officer, won a \$40 Amazon gift card for averaging over 10,000 steps a day. With less than two weeks remaining in the challenge, CS is looking to win the trophy for their group. If you are looking for activities to join to get additional steps, please feel free to contact our CS Wellness Champion, **Ashley Cobette**. Let's Move More CS!

Participants are encouraged to share their pictures on social media at #MoveMoreEmory



"If you always give, you will always have." ~Chinese Proverb



NOVEMBER 1-30 2015 Emory's BUILDING RECYCLING COMPETITION

mory Recycles and the Office of Sustainability Initiatives will hold a recycling competition to determine which building has the greatest increase in recyclables by weight for the month of November 2015 compared to November 2014. The building winner will receive \$3,000 to spend on dedicated recycling equipment for their building. Buildings that have shared recycling collection areas will split the prize money between buildings.



Deak Side Recycling Bin -Making recycling convenient increases participation. Ensure your building is outfitted! Bins can be purchased through Emory Express - Staples.

Buy Recycled - The essence of recycling as the cyclical manement of materials through the system. Supporting recycling means not only recycling, but also buying recycled products. We can now find high recycled content in everything from printer paper to office chairs.

Office Purge - Do some fall cleaning. and let limity Recycles help you clean out old filling cabinets. Carts can be ordered Emory Shredding Services in Emory Express to help move some unused paper from your buildings and build your recycling numbers. Just let us know how many you need.

PARTICIPATING BUILDINGS:

1462 Clifton Road 1599 Clifton Road 1641 - 1727 N. Decatur Rd. 1525 Clifton Road 1762 Clifton Road Theme Houses Fraternity Houses Alabama Hali Anthropology **Boisfeuillet Jones Center** Bowden Hall Briarcliff Campus Burtington Road Building Callaway Memorial Center Campus Services

Candler Library Chemistry Atwood/Emerson Claimont Campus Residential Claudia Nance Rollins Bldg. Clifton Tower Cox Hall Dobbs Hall Dobbs University Center (DUC) Emory Law Emory Clinic Buildings - A/III **Emory-Children's Center** Evans and Few Halls Grace Crum Rellins Bldg. Goizueta Business School and Foundation Center

Holmes, Longstreet-Means, Rapul Halls Health Sciences Research Hillel Centur Luce Center Math and Science Michael C. Carlos Hall Michael C. Carlos Museum Miller-Ward Alumni House Modern Languages North Decatur Building O. Wayne Rollins Research Center Oxford Road Building Psychology-PAIS Rich Memorial Building Robert W. Woodruff Library

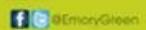
School of Medicine School of Numing Candler School of Theology Schwartz Center Smith/Thomas/Hopkins/Harris Scronity Village **Tarbuttion Hall** Turman Hall Visual Arts White Hall/Administration/Pitts Theology Whitehead Biomedical Research Winship Cancer Institute Woodruff Memorial Building Woodruff P. E. Center Woodruff Residential Center Yerkes Primate Research Center





questions/help

Claire.Wall@emory.edu 404.712.8921 Deena.Kaeler@amory.edu 404.727.9275



AMERICA RECYCLES @EMORY

NOV 15-21



Emory's 2015 BUILDING RECYCLING COMPETITION

Emory Recycles has implemented colored bags to make recycling and composting easier. Look for these changes in your buildings. If you do not have the correct colored bags, contact your custodial services team.

The new bags with help identify all materials by color:

- Green Bags for Composting
- Blue Bags for Recycling
- Clear Bags for Landfill

Help Emory recycle and compost materials and minimize what we send to the landfill!

Emory's new dining vendor has made a commitment to landfill diversion by adding recycling and composting to all of their main dining facility platforms (Cox Hall and the DUC) and all of their retail campus locations. Help support Bon

Appetite in their quest for Zero Landfill Wastel

SHREDDING EVENT

Personal shredding event at the Emory Recycling Center on Peavine Creek Drive at Kaminsky Park. Bring your items for shredding the week of November 9 - 13 between 7 and 9 am and watch them get shredded!

Get Cought "Recycling GREEN-Handed"

NOV 15-21

NOV 9-13

During America Recycles Week, if you are seen in the act of recycling (or composting) you could be eligible for a five dollar coupon from Emory Dining!

Clairmont Campus will be implementing a composting pilot in the URC parking decks location for residence to compost their organic/food waste. Look for the green composting carts that will be added to the current recycling stations in the deck.

\$5.00 Surplus Sale the week of November 16-20. Sale will be at the Emory Briarcliff Campus, Surplus Properties Shop at 1256 Briarcliff Road, Building B, Atlanta, GA 30306, 404-727-0545

AMERICA RECYCLES WEEK ONGOING EVENTS

Cox Hall Bridge will be adding exterior containers to collect composting from the Dining Hall. Look for our new dark sienna bins to capture organic materials!



contacts Duena Keelenjiemsry.edu 404.727.5275 Claire Wallinwoory.edu 404.712,8921 EMORY.











The Emory Veterans Association would like to invite you to the Annual

VETERANS DAY CEREMONY

To be held on

November 11, 2015 at 10:55 AM

Join the Emory Veterans Association at the Emory
Quad to take a moment and celebrate our
community's veterans with a special word from
campus leadership and
Retired Army Col. Jesse Brokenburr.





Support Emory's vets by joining us for this event sponsored by the Emory Veterans' Association, Employee Council, Student Government Association, Graduate Student Government Association and the Emory Alumni Association

Together our Purposed Destination Celebrating 45 Years of Service EMORY Employee Council









So easy. How does it work?



\$250 VISA card Platinum Gold \$50 VISA card Silver Bronze

Ways to nominate

Anyone can nominate.







3 Award process



Evaluate
Committee
reads the story.

Reward Employee receives \$\$\$

Nominations will be accepted beginning Monday, September 14th, 2015 More details to come!

November "Sometimes we need to remind ourselves that thankfulness is indeed a virtue."

~William John Bennett

2 To 10 To 1						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Intro to Excel-Night	4 Intro to Excel- Day Intro to Excel- Evening	5 Title IX Training CS Moves	6 Title IX Training	7
8	9	10 Title IX Training	11 Title IX Training Intro to Excel- Day Veteran's Day	12 Title IX Training CS Moves	13	14
15 Move More Challenge Ends	16	17 Intro to Outlook- Night	18 Intro to Outlook- Day Intro to Excel- Evening	19 BRS Monthly Supervisor's Meeting CS Moves	20 Title IX Training	21
22	23	24 Title IX Training	25	26 Thanksgiving Day- University Closed	27 Thanksgiving Holiday- University Closed	28
29	30					
FMPI OVE	F HPDATE - NO	VEMBER		KEY:	Training Committee Meeti	ings

EMPLOYEE UPDATE - NOVEMBER

Welcome - New Hires

Mark Kyles Jr...*Manager, Facilities*...Oxford Adrian Culbreath....*Community Service Officer*....EPD Kimarka Coggins....*Custodian*....BRS

William Hagans....Custodian Sr....BRS Keddrick Freeman....Custodian....BRS

James Hicks.... Custodian Sr....BRS

Michael Hill.... Custodian.... BRS

Sharday Hambrick.....Custodian....BRS

Victoria Broddus.... Custodian.... BRS

Stanley McGill....*Custodian*....BRS **Francis Gilbert**....*Custodian*....BRS

Tammy Jo Wininger.... Custodian.... BRS

Congratulations - New Titles

Franklyn Jamieson.....Supervisor, HVAC.....HVAC Dept.

Melaku Kebede.. Document Shredding Specialist...Recycling/Doc. Mgmt.

Steven Smith.....Plant Maintenance Specialist.....Steam Plant

Sergio Sosa....Crew Leader....Grounds Maintenance

Maurice Williams....Electrician.....Oxford Campus

Page 16

Sessions for Supervisors Holidays/Special Events

Other Meetings