



“Would you please Supervise Me?”



Chandra Alston

Associate Vice Chancellor of HR

UTHSC Employees to UTHSC Supervisors:

“Please tell me when I do something wrong right away; don’t wait until my performance evaluation to spring it on me.” “Tell me the truth during my probationary period; help me understand why or how I am not meeting your expectations. Don’t be afraid to confront me with the truth.”

UTHSC employees want feedback. What is appropriate feedback for employees and how can supervisors effectively communicate to employees?

- Set expectations and continually communicate the expectations. Work rules are a great way to set expectations and provide guidelines and parameters for employees. They also provide a mechanism for corrective action as they are the standard for performance and conduct.
- Meet regularly (weekly, monthly or quarterly) with employees to reaffirm expectations and direct performance. During the probationary period you may want to meet more frequently since employees may need more guidance and feedback. Meetings or short check-ins with employees allow supervisors the opportunity to affirm performance, share concerns or provide corrective action.
- Identify and share with employees immediately when they are not meeting expectations. (the first time an employee is late, say something...“is everything okay, I noticed you were a few minutes late today.”) Not saying something about poor performance communicates to employees that you are okay with their behavior (even if you have clearly stated it in the work rules.)
- Be fair and objective when dealing with employees. Everyone should be held to the performance and conduct standards. When supervisors exhibit bias or favoritism, it puts the University at risk and may create dysfunctional work cultures. Employees respect supervisors who are fair, consistent and unbiased in their approach to management.
- If you follow these steps and the employee fails to meet expectations, you may take the following steps:
 - If the employee is within their probationary period, termination may be the only option.
 - For other employees, it will be best to contact Human Resources for advice on policies and procedures regarding employee discipline.
 - Human Resources will assist supervisors with the disciplinary process. Contact our office at 901-448-5600 for support.

Denise Griffin, 2014 Lichterman Winner!

The Human Resources Department is proud to have our very own Denise Griffin as the winner of the 2014 Tommy C. Lichterman Employee of the Year Award. Denise has been with UT for 18 years and has worked in the Human Resources office the entire time. When Denise discovered she made it past the nomination phase of the process, the thought of interviewing and sharing her story with others made her very uneasy and nervous. Denise even considered forfeiting her nomination. Encouragement from the Vice Chancellor of HR, Chandra Alston, helped her put aside her anxiety and continue the process.

Denise persevered despite her anxiety and it proved to be the best decision she could have made. That one decision paid off in more ways than one! Denise shares her thoughts about the process that led up to her big day!

What were your first thoughts when you found out you were nominated for the award?

This was my 3rd or 4th nomination, so my first thought was, “Oh good, I have another certificate for my personnel file!” As with the other times, I was just happy with the nomination and to have the certificate.

Describe what it was like to experience the interviews with the Lichterman Committee?

I was nervous and excited at the same time. This was the first time I made it through to the finalist stage, so I didn’t know what to expect.

What was it like to hear your name called as the

2014 Lichterman Employee of the Year?

My knees buckled and I felt frozen in time for a brief moment. The feeling was overwhelmingly wonderful– I just began to cry. For the remainder of the day, I would smile when I reflected on that moment. I remember thinking, “I hope no one walks past my office right now; they are going to think I’ve lost it!”

Would you like to share any advice with any new hires or current employees regarding the standards of Tommy C. Lichterman?

Whatever your job may be, do it with all your might. Remember, we are here to serve. Do it with a smile. Return all phone calls, follow through, and be kind and courteous. In other words, go over and beyond the call of duty whenever possible. People will not forget! These are the kind of employees the committee is looking to honor!



Denise Griffin, 2014 Lichterman Employee of the Year



University Of Tennessee Health Science Center Training Update 2015

Training opportunities offered through the Human Resources department are an effort to contribute to the professional development of our staff. UT Policy HR 128 states, in part,

The University of Tennessee believes the professional development and training of its employees are central to the university's mission, vision, and values. Professional development and training should be planned individually during the employee's annual performance review. Supervisors are strongly encouraged to support employees' participation in a minimum of 32 hours of training and development activities year

Toward that end, the Human Resources Department will offer a variety of training opportunities in 2015. Among the offerings are the return of four popular programs. Visit the homepage of each for full details.

- ◆ [Star Achievement™ Levels 1 and 2](#)
- ◆ **All New!** [FranklinCovey The 7 Habits of Highly Effective People Signature 4.0 Program](#)
- ◆ [FranklinCovey The 5 Choices of Extraordinary Productivity](#)
- ◆ [Personal Finance Series](#)

Classes will also be offered in the areas of **employment, compensation, benefits, retirement, and professional development**. **A greater number of classes will also be included exclusively for managers and supervisors.**

Additionally, in light of University Health Services (UHS) expansion of the clinic and services to include primary care for employees, providers from UHS will offer **quarterly health education classes for employees.**

A training catalog is being finalized that will include class titles, descriptions, dates/times, locations, etc. Some of the offerings represent collaborations with individuals and other departments to bring you high caliber experiences. A campus-wide notification will be sent when the training catalog is available and class registrations open.

The mission of training at UT Health Science center is to strengthen and support the professional and personal growth of its employees. The goal of our training program is to empower employees to gain knowledge and awareness of services, policies, goals, and practices. Through training, UTHSC employees enrich their skills, achieve excellence, and add value to the university at many levels.

We hope that you find classes offered in 2015 to be helpful in planning and achieving your professional development goals.

Congratulations Chastity!!



Please join Human Resources in welcoming Chastity Pegues as one of the Administrative Secretaries. Chastity joined the HR staff as a temporary employee July 2014 and was promoted November 2014. Her responsibilities includes: greeting and assisting employees/visitors in HR, assisting the Employment and Records team and the entire HR office staff when required. Chastity holds a B.S. degree in Education and Sociology from the University of Memphis. Please welcome Chastity into her new position if you visit or call the HR office.

Tax Deferred Annuities Moving to Benefits!

Beginning January 1, 2015 the Tax Deferred Annuities (401k, 401k(Roth), 457 and 403(b) will transfer from the Payroll office to the Benefits office. All employees, currently or newly enrolled will contact the Benefits office with questions or concerns regarding enrollment or changes. The Benefits Office can be contacted at 901-448-5601.

**Performance Evaluation Period
 January-March 2015**

Now's the time to start scheduling your employees 2014 performance evaluation. Supervisors should plan ahead to avoid last minute meetings. Evaluations done in a hurry may be ineffective and end negatively. Encourage employees to use the [Self Assessment](#) form and submit a few days prior to the meeting.

If you would like to learn more about the evaluation process, training will be available: January, February and March. Register via the [training portal](#).

Human Resources Staff

- Chandra Alston.....Associate Vice Chancellor
- Damon Davis.....Compensation Manager
- Debbie Jackson.....Benefits Manager
- Donna Lenoir.....Employment Manager
- Darnita Brassel.....Training Administrator
- Barbara Patton.....Admin. Specialist II
- Phyllis Hubbard.....Insurance Coordinator
- Jacqueline Anderson.....HR Consultant
- Renita Mattox.....Sr. Benefits Specialist
- Karen Weatherly.....Sr. Benefits Specialist
- Demetriss Gilliam.....HR Assistant
- Denise Griffin.....Sr. Records Specialist
- Ronnie Dickerson.....Administrative Assistant
- Marion Harris.....Employee Relations
- Amanda Rudolph.....Benefits Specialist
- Yin-Yen (Helen) Lu.....Administrative Aide
- Chastity Pegues.....Administrative Support