



HR Notes

ASU DEPARTMENT OF HUMAN RESOURCES

December 2012

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Employee Assistance Program (EAP) News

Are you planning on traveling this holiday season? Did you know that your Employee Assistance Program offers Concierge Services to help you save time and money?

here and add suggestions based on your own adventures!

[Click here to view Concierge Resources](#)

Concierge Recommendations – Recommendations for exploring more than 70 domestic and international cities. Travel suggestions for:

- Attractions
- Dining
- Shopping
- Entertainment
- Travel Reservations and more

Or call toll free 800-346-3549.

Upcoming Webinars:

- Dec. 6 – Holiday stress: what to expect and how to cope
- Dec. 12 – Tips for raising confident kids
- Dec. 18 – Love, loss and what you can learn

Special Offers – Need details on a location not listed? Check here for services in any city – everything from event tickets to dining reservations to flowers. Need assistance finding household repairs? Click on ‘Special Offers’ for a listing of household services. Need a gift idea? Click on ‘Experiences’ for ideas!

To register for an upcoming webinar or view a past webinar, please [click here](#) and log in with password: UTEAP.

Concierge Blog – Collection of tips from personal experiences. Where are the best places to hike in Arizona? How can you plan a great cruise on a budget? Find out

December Monthly Newsletter

- Risk and Change: Bring ‘em On!
- Holiday Challenges for Divorced Families
- Resolution Revolution
- E-thoughts-What I Learned from Hurricane Sandy

Remember to Get a Flu Shot

There are several ways you can obtain this year's flu vaccine: visit your doctor or other network provider, visit a select retail pharmacy or visit a contracted flu shot provider. To locate a network provider, call the member phone number listed on your health plan ID card. Most annual flu shots are covered at 100 percent when you use a contracted network provider.

Medical Coinsurance Maximums, Deductibles Start Over

Coinsurance maximums and non-network deductibles start over Jan. 1. Remember that medical coinsurance maximums and deductibles for non-network services (HealthSelect participants) are based on the calendar year, Jan. 1-Dec. 31. At the start of each calendar year, you are responsible for any applicable deductible or coinsurance amounts. These amounts do not carry over from the previous calendar year.

Contraceptive Prescription Drugs Covered at 100 Percent

Please be advised that under the Affordable Care Act, contraceptive prescription drugs are covered at 100 percent, effective Sept. 1. Some restrictions apply, including that drugs must be prescribed by a physician and be FDA approved, and that 100 percent coverage will not apply to brand-name drugs with a generic equivalent. Deductibles do not apply to these medications. For more information, contact your health plan.

Get Your Preventive Health Guidelines

UnitedHealthcare offers an online preventive care tool that allows UHC members to view the health guidelines and recommendations specific to your age and gender. This Web-based tool will allow you to review the age-specific preventive care recommendations to help you manage your health, prevent and detect health issues in their early stages, and live a healthier life. Take advantage of this new tool and visit the UnitedHealthcare Preventive Care website at www.uhpreventivecare.com and sign up today.

Teacher Retirement System Members

TRS service credit purchase costs will increase on Aug. 31, 2013. If you are eligible to purchase any of these types of services and wish to make the purchase at the old (lower) cost, TRS must receive payment in full or a completed installment agreement on or before Aug. 31, 2013. Types of service credit include: withdrawn service, out-of-state service rendered before Jan. 1, 2006, unreported service or compensation, and developmental leave. Please visit the TRS website (www.trs.state.tx.us) or call TRS at 800-223-8778 for additional information.

If you have not already registered for *MyTRS*, you just need to visit the TRS website (www.trs.state.tx.us) and click on the link for *MyTRS* on the home page. Death benefits are part of your TRS retirement plan benefits

beginning on the first day of your TRS-covered employment. For this reason, it is very important that you file a "Designation of Beneficiary" Form ([TRS 15](#)). You must mail your beneficiary form directly to TRS. ASU is not authorized to accept a TRS beneficiary designation form on your behalf. If you are uncertain whether your beneficiary designation is up-to-date, you should refer to your annual statement or call TRS at 800-223-8778.

TexaSaver Program Survey

ERS wants to hear from you about Great-West Retirement Services (Great-West), the third party that provides record keeping, Web services, on-site education and communication for the TexaSaver Program. Please help ERS understand your level of satisfaction with Great-West/TexaSaver and where it can improve. Your responses are confidential. The survey should take less than 10 minutes to complete. You can [take the survey](#) now.

Dec. 2-8 is National Hand Washing Week

According to the Centers for Disease Control, “the most important thing you can do to keep from getting sick is to wash your hands.” Judicious hand washing can prevent not only common diseases like colds, but also more serious diseases like hepatitis A, meningitis and infectious diarrhea.

Why hand washing is important:

- Children have weaker immune systems than adults and can become sick quicker.
- One in three *E. coli* outbreaks is caused by poor hand washing by food preparers.
- Germs that cause disease live in meat, vegetables and other

foods.

- Germs are spread from unclean hands to food, usually when the food handler does not wash after going to the bathroom. Germs are then passed on to those who eat the food.
- Germs spread from uncooked foods like hamburger to the hands, then from the hands to other foods like salads. The germs can remain in the salads and eventually affect those who eat the food.
- Putting cooked meat back into its original container re-contaminates the cooked food.
- Cutting vegetables on the same board used to cut meat

contaminates the vegetables.

The six main rules of hand washing are:

- Always wash your hands after using the bathroom, changing diapers, cleaning up after your pets or handling money.
- Wash your hands when they are dirty.
- Always wash your hands before eating.
- Do not cough or sneeze into your hands.
- Refrain from putting your fingers in your eyes, nose or mouth.
- Avoid touching people and surfaces with unclean hands.

(Article continued on Page 4)

Happy Holidays!

The university will be closed Dec. 24 through Jan. 1 for the winter holidays, and will re-open on Wednesday, Jan. 2.

Manager's Tip of the Month: Helping Your People Develop Emotional Intelligence

Imagine that you have just hired a new team member to work on an important project. Jim was a star employee in his last organization, and now he has joined your team.

Unfortunately, Jim is having a hard time learning some of the new skills he needs. He is used to being able to do his job perfectly, and starting from the ground up in some areas is making him uncomfortable.

Instead of becoming irritated or shutting him out, your people step up and increase their efforts to support Jim. They slow their pace to match his, they encourage questions and they even stay late to help him finish some of his work on time. As a result, Jim's morale goes up, and he quickly becomes a high-performing member of the team.

For some leaders, this situation might sound too good to be true. But, if you are leading people with high emotional intelligence, this may sound like a natural and obvious way for people to behave.

By focusing on increasing your people's emotional intelligence, you can reap many benefits from improved teamwork. In this article, we will look at what you can do to help your team members develop this important quality.

Why Emotional Intelligence is Important

Emotional Intelligence, also called EI, is partly the ability to recognize, learn from and control your own emotions. EI also means that you can recognize the emotional wants and needs of others, and respond appropriately. Put simply, EI

determines your self-awareness and your people skills.

EI is necessary for building trust, creating a sense of identity and efficacy, solving problems with others, cooperating and participating productively in a group.

When emotionally intelligent people work together, they have the ability to sweep aside minor conflicts in order to focus on the team's interests. They can deal well with more serious conflicts, and they can grow from any disagreements that may arise.

While it is possible for people without emotional intelligence to "go through the motions" and experience some of these benefits, they ultimately lack the trust that comes with high EI. This means that they cannot realize their full potential as individuals or work well within a group.

Research suggests that there are many important benefits of EI. For example, a study published in the *Leadership Quarterly* shows that people who have high EI perform better and experience more job satisfaction than those with lower EI.

Furthermore, when people with high EI come together as a group, there are numerous benefits. A study published in the *International Journal of Organizational Analysis* found, as you might expect, that EI competencies were positively correlated with team cohesiveness. Another study, published in the *Human Resources Management Review*, found that teams with higher EI perform better and quicker than teams with lower EI. [Article continues here.](#)

Handwashing (cont'd)

Correct way of washing hands:

1. Wet hands with warm water (not hot) and use soap.
2. Rub your hands together, making sure to scrub all areas.
3. Rub for a minimum of 15 seconds or sing "Happy Birthday."
4. Rinse thoroughly, then dry hands on a clean towel.
5. Turn faucet off with the towel, not hands, to keep away from recontamination.

Statistics:

- Two-thirds of adults in the U.S. wash hands after using the bathroom.
- One in four adults do not wash hands after changing diapers.
- Less than half of Americans wash hands after cleaning up after pets.
- One in three wash hands after sneezing/coughing.
- Less than one in five wash hands after touching money.
- One in three *E. coli* occurrences is caused from not washing hands before handling food.

By frequently washing your hands, you wash away germs that you have picked up from other people, from contaminated surfaces, or from animals and animal waste. The simple act of consistently performing this basic task properly will make a big difference in your household, as well as in work, school and public settings.

<http://www.healthreachchc.org>

<http://vanderbiltowc.wellsources.com/dh/Content.asp?ID=524>

<http://www.henrythehand.com>
<http://www.cdc.gov/od/oc/media/presrel/r2k0306c.htm>

New to ASU

ASU Employee Birthdays - December

Please join the Office of Human Resources staff in welcoming the following new employees:

Kelly Clifton – Carr Foundation

Katie Ede – College of Graduate Studies

William Ervin – San Jacinto Clinic

Amanda Gibson – Nursing and Rehabilitation Sciences

Chad Herring – Athletics

Christa Martin – Medical Services

Sara Mathews – Development and Alumni Relations

Ella Osorio – Center for International Studies

Gary Stackhouse – Special Events

Corey Wilson – Financial Aid



Allen, Mary
Balcorta, Adriana
Baugh, Mimi
Baxter, Jackie
Bechtol, Bruce
Begnaud, John
Berry, Joe
Blaney, Danielle
Boling, Jaxine
Braden, Curt
Bradley, Paula
Brake, Jeremy
Brown, Amanda
Brown, Jacqueline
Buchanan, Jesse
Buckstead, Christine
Casares, Jody
Cashin, Michael
Conner, Kathe
Cuenco, Edwin
Curtis, Purnell
Dewar, David
Dixon, Katie
Dowler, Robert
Draper, Brittany
Duran, Laura
Favor, Terry
Ferguson, Casey
Flores, Alma
Glassford, John
Grafa, Nancy
Hakes, Judith
Halfmann, Lee
Hegwood, David
Hobbs, Christopher
Hood, Aaron
Hutchinson, Trish
Ireton, Brandon
Johnson, Carolyn
Johnson, Jennifer
Lambert, Kevin
Leon Ohlmaier, Briza

Lester, Virginia
Martin, Christa
McCall, Patsy
Merli, John
Mikulik, Kerri
Morales, Alfred
Motl, Mark
Nalbandov, Robert
Osterhout, John
Padilla, Richard
Pecina, Greg
Phelps, James
Phinney, Jayna
Pruitt, Christine
Puckitt, Berkeley
Queen, Terrance
Raines, Charles
Renforth, William
Rios, Hector
Rosser, Peggy
Salgado, Gary
Salgado, Justine
Sanborn, Wallis
Sanders, David
Schobel, Crystal
Shumway, Karen
Simmons, Raymond
Smith, Amy
Smith, Janice
Smith, Robert
Storm, Philip
Tucker, Connie
Valles, Julia
Villarreal, Jonathan
Wagner, William
Ward, James
Wheeler, Lynette
Wolff, Kristi
Wongsrichanalai, Kanisorn
Zamora, Manuel
Zimmerman, Paul