

SMART WORKPLACES BY HR TO GO - JULY 2004

HUMAN RESOURCES MANAGEMENT - OUTSOURCE IT!

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Sent monthly for our friends and alliances. PLEASE FORWARD TO OTHERS whom you believe may be interested in receiving our newsletter. To unsubscribe please follow instructions at the bottom.

On July 22, 2004 HR to Go, Inc. will be presenting "Payroll Survival Lessons" at the Doubletree Hotel in Sacramento. The seminar will be from 9:00 am - 4:00 pm with lunch and refreshments provided. Tickets are \$199. Due to limited seating, reservations are required. Please call Janelle for more details at 916-444-6200.



Test Your Knowledge - How to Make the Most of Performance Appraisals

Performance appraisals are an excellent way to give employees the feedback they need to do their jobs and improve. Test your knowledge of handling performance appraisals by answering True or False to the following:

1. People usually have a good idea of how they're doing, so you might want to ask them to rate their own performance and then use it as part of the official review.
2. It's perfectly reasonable to rate an average employee's performance against that of a top performer.
3. You should avoid basing an employee's overall performance rating on his or her very best or worst traits.
4. People tend to compare evaluations with co-workers, so try to give everyone similar ratings so they'll think you're fair.

Answers:

1. *True.* Including employee's opinions of their own performance in the evaluation process gives you a chance to learn how well people understand their duties and what they need to do to improve. It also lets workers feel they have a voice in the process.
2. *False.* Making comparisons just skews your appraisals. Instead, evaluate an employee's performance solely on the basis of how it measures up to the goals and standards of the job.
3. *True.* It's tempting to pigeonhole an employee because of one bad trait, but you'll have a clearer picture if you focus on the overall performance.
4. *False.* It's never a good idea to sugarcoat performance reviews. It'll only cause problems if you have to demote or terminate someone later.



How to Manage Anger

Constantly blowing your stack not only alienates others, it can contribute to health problems, including headaches, upset stomachs and heart attacks. To take control:

Count to 10. When something angers you, give your body time to defuse before you react. Take three or four deep breaths. Ask yourself: "Will this really matter a year from now?"

Walk it off. Go for a short stroll until you can calm down. *Helpful:* Find a quiet place where you can think out loud and take a second to look at how you're reacting to the situation.

Distract yourself: *Example:* In a traffic jam, play soothing music or listen to a relaxing program instead of pounding on the horn. At work, dive into a task to turn negative energy positive.

Keep a log. Monitor hostile thoughts to discover how frequently your temperature rises. *Benefit:* You'll help sort out the real causes of your anger, which are often something over which you have no control.

Ask for help. If managing outbursts seems impossible, don't be afraid to try counseling, meditation, lifestyle changes or other kinds of ongoing psychological help. Your health may depend on it.



Recovering from Grief, Loss

Death is only one of many types of potential grieving experiences. Divorce is another, so is loss of status at work, being sued, infidelity, illness, a missing pet, lost friendship, or physical handicap. The list goes on and on.

According to the Grief Recovery Institute in Los Angeles, time doesn't heal grief and keeping busy just delays the healing process. Eventually a person has to face the pain and then move on. Here are some steps you can take:

1. *Do your grief work.* Let yourself experience the classic steps: anger, denial, bargaining, depression, and finally acceptance. Most people can't deal with grief by themselves. They need someone to help guide them through it. A grief-recovery program or a 12-step program can help.
2. *Take care of your unfinished business.* It's the sense that something remains to be said or done between you and the person or thing you have lost. Make an effort to bid farewell to all the good experiences, all the related plans you had. Write a letter telling about all the good things you miss. Then burn it.
3. *Do things for others.* It will make you feel better, especially if you can do things without anyone knowing. Do many nice things.
4. *Guard your health.* Attend to your diet and sleep habits. Exercise. A healthy body will help heal your emotional pain.
5. *Read about grief recovery.* Many good books are available in your local book store.



How to Perform a Safe Rescue This Summer

Almost everyone knows or has heard of a person who died while attempting to rescue a drowning child or adult. With the increase in water sports and activities this summer, make sure it doesn't happen to you.

The first rule in performing a water rescue is: Don't put yourself in danger of drowning as well. If the emergency is at poolside, first have someone call for emergency help. Then, lean over the edge of the pool and extend your hand. If you can't reach the victim, extend a towel or a flotation device. As a last resort, get into the pool, hold onto the side with one hand, and offer the other hand or a flotation device to the victim.

If you attempt a rescue in open waters, take a life preserver or other flotation device for you both to hold on to.

When out of the water, seek a doctor's care if the victim shows signs of nausea, vomiting, coughing (in which case, turn them on their side) or listlessness.

Unconscious victims should be treated with rescue breathing or CPR while waiting for help. If you own a pool, keep rescue

equipment like poles, ropes and flotation devices close at hand, says the National Safety Council.

Paint numbers outside and inside the pool to show various depths. Never allow anyone to swim alone. Remove steps from elevated pools when not in use and remember alcohol and swimming don't mix.

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HR to Go, Inc. 980 9th Street, Ste 1600 Sacramento, CA 95814

916-444-6200