The CSTDAC Pass the Duck Peer Awards have been presented for the winter term which runs from February through April. Recipients who have been selected by their peers for their extraordinary dedication and service to the University of Oregon are:

On the Ball
Dale B Hall – Dale is a Customer Service Representative & Craft Support person in Printing and Mailing Services. “Dale has consistently gone above and beyond the call of duty to provide outstanding service to his department. “..His cheerful demeanor and helpful attitude is icing on the cake.” He is “a positive inspiration to every University employee.”

Star Duck David Valdenegro - David is a Setup Specialist and does custodial work in the Erb Memorial Union. A stickler for details, he prepares rooms for meetings, luncheons, parties and the like, sometimes several times a day. This includes the Century, River, Fir Walnut, Gumwood, Maple and Oak Rooms. What a busy guy! “His constant on-the-go schedule, attention to detail and willingness to accommodate the needs

CALENDER
Classified Staff Spring Meeting with the President and Administrative Staff
MAY 4, 2011 10:00-11:30Am
EMU, Fir Room
Watch for more upcoming events on our website!

CSTDAC Members
Nicole Nelson, Co-Chair
Richard Daniels, Co-Chair, and co-editor
Leslie Hinkle, Webmaster
Theodora Ko Thompson, Senator and Newsletter co-editor
Lisa Wimberley, Member
Pass the Duck Peer Awards

of faculty, staff and students has given users of the EMU peace of mind when planning meetings and seminars.”

Sailing Through Jane Brubaker – Jane is an Exterior Plant Design Specialist in Campus Operations. While keeping up a demanding schedule, she devotes time to several committees. “She represents and exceeds the finest qualities this institution could expect in an employee....” And, we get to see the results of her amazing creativity all around campus.

Leading by Example Kata Bahnsen-Reinhardt – Kata is the CRES Office Assistant at the Law School. Her co-workers comment that she is “An efficient, reliable and friendly colleague...” “Kata goes above and beyond to help everyone she can and has a great sense of humor while she’s doing it. Always with a positive attitude, Kata lifts the spirits of those around her and helps increase productivity through her drive and focus.” What more could an employer ask for?

You’re the Star Janielle Jones – Janielle is a receptionist and support specialist in Admissions. Her co-workers comment that “She always goes above and beyond, and gives excellent customer service.” “She makes each individual/customer/guest/visitor/prospective applicant feel very welcome.” “She has a positive attitude about her job, and life in general.” She also knows a lot.

You’re #1 Rebecca Lynn – Rebecca is an Office Specialist in the office of Disability Services. Her nominator comments that she has a broad wealth of knowledge and experience garnered from years of service in several departments. If she doesn’t know the answer, “Rebecca has shown the ability to be very flexible and still provide help to the students that come to her department for assistance.”

Thanks to everyone for being a part of the Pass the Duck Peer Award!
Fall Meeting with the President
Theme:
CELEBRATE the CLASSIFIED STAFF
and ALL THAT WE DO:

President Lariviere and his executive staff gathered with Classified Staff to discuss important topics. This is the opportunity for classified staff to share thoughts and ideas with University Administrators on the three table topic questions:

1 – In addition to current recognition programs, what steps could the UO take to acknowledge staff members’ contributions?
2 – What ways could supervisors acknowledge their staff’s contribution to their department?
3 – What can we do as employees to acknowledge colleagues’ contributions to UO, and each other?

**Topic 1:**
In addition to current recognition programs, what steps could the UO take to acknowledge staff members’ contributions?

- Ads in ODE Emerald.
- Post appreciation on the website.
- Emailing thank yous, cc-ing supervisor.
- Once a year raffle a parking permit to a classified staff.
- Raffle for Rec. Center pass, yoga class, etc. museum family pass, free lunch at residence hall, UO mugs, sports tickets.
- Parking by job site.
- The goal for the UO is to achieve...
- Staff fills out “favorite things” – award is based on their list.
- A raise or reclassification – job growth.
- Make reclassification easier – acknowledge supervisory experience with student.
- Opportunity for advancement.
- Merit increases.

- Tell Chancellor to “knock off the furlough days.”
- Give us our steps back.
- For the one person office who cannot go to a meeting unless you close the office, therefore need a different classification for the one person Admin. offices.
- Campus wide “Classified Staff Day”
- On-line blog or such where Supervisors and Classified staff could share ideas of how they reward folks, “share creative wealth” (Cstdac and ODT/HR website location!) for example., $.69 cent mylar balloons that say “star” or “you’re a star.”
- Colleges/Units could institute an “Acknowledgement Coordinator” or committee to keep ideas and acknowledgements flowing.
Topic 2: What ways could supervisors acknowledge their staff’s contribution to their department?

- Book recommendation for supervisors: “Make Their Day: Employee Recognition That Works.”
- Opportunity for advancement.
- Visibility of staff sitting on committees representing the department.
- Merit increases.
- Recognition should come primarily from direct supervisor.
  - Supervisors need training in how to do this.
- Supervisor of a supervisor needs to acknowledge them and check in.
- Respectful attention needed.
  For Supervisors: be sure recognition of your employee is written into the position description. Be sure all staff are acknowledged in some way.

- Create interview question around acknowledgement of employees.
- Being asked to be part of a 360 degree evaluation is acknowledging staff.
- Some departments are large enough that there is not significant interaction. Encourage more informal interactions.
- Supervisors would be acknowledging staff if they would come to staff for their opinions on policy or procedural changes.
- Need for the “spirit of information sharing”
- A supervisor who gives employees a card every year expressing her appreciation for that employee.
- A supervisor who took individual employees to coffee one-on-one. Email thank you’s.
- Verbal expression of “I don’t worry when I’m out of the office, because you’re such a great staff.”
- When someone tells them they have been helped.
- Simple thank you doesn’t need to be an actual word.
- Handwritten note.
- 1 hour customer service training.

- Praise in public.
  - Recognition board /Gold star board /Gold duck award.
  - Good job secret pal/Positive breeds positive/Good news in an email to all.
- Facilities current gives out a gold duck.
- Focus on some smaller things
  - Top down
  - Polite
  - Manners
- Be respectful of people’s time.
- Balance service with work not just more work to do.
- Decision-making authority that is supported – as a part of the person’s job (strategic planning, etc.)
- Working with one supervisor, working in doing events, therefore getting feedback, getting recognized is possible but this recognition could not apply that easily to other academic departments.
- More sense of community in our small department than when there were more classified. Although isolated and independent, feel more appreciated than at previous department. Felt like an outsider, not like I belonged. You can foster that, staff to not feel detached.
- Weave into agenda, messages that also give “I really appreciate (person) on job/work done”
- Small gifts.
- Letter in personnel file.
- Email thank you.
- Change the annual evaluation process:
  - Give feedback throughout the year
  - More focus on setting goals

Opportunity for advancement.

Visibility of staff sitting on committees representing the department.

Merit increases.

Recognition should come primarily from direct supervisor.

For Supervisors: be sure recognition of your employee is written into the position description. Be sure all staff are acknowledged in some way.

Create interview question around acknowledgement of employees.

Being asked to be part of a 360 degree evaluation is acknowledging staff.

Some departments are large enough that there is not significant interaction. Encourage more informal interactions.

Supervisors would be acknowledging staff if they would come to staff for their opinions on policy or procedural changes.

Need for the “spirit of information sharing”

A supervisor who gives employees a card every year expressing her appreciation for that employee.

A supervisor who took individual employees to coffee one-on-one. Email thank you’s.

Verbal expression of “I don’t worry when I’m out of the office, because you’re such a great staff.”

When someone tells them they have been helped.

Simple thank you doesn’t need to be an actual word.

Handwritten note.

1 hour customer service training.

Opportunity for advancement.

Visibility of staff sitting on committees representing the department.

Merit increases.

Recognition should come primarily from direct supervisor.

For Supervisors: be sure recognition of your employee is written into the position description. Be sure all staff are acknowledged in some way.

Create interview question around acknowledgement of employees.

Being asked to be part of a 360 degree evaluation is acknowledging staff.

Some departments are large enough that there is not significant interaction. Encourage more informal interactions.

Supervisors would be acknowledging staff if they would come to staff for their opinions on policy or procedural changes.

Need for the “spirit of information sharing”

A supervisor who gives employees a card every year expressing her appreciation for that employee.

A supervisor who took individual employees to coffee one-on-one. Email thank you’s.

Verbal expression of “I don’t worry when I’m out of the office, because you’re such a great staff.”

When someone tells them they have been helped.

Simple thank you doesn’t need to be an actual word.

Handwritten note.

1 hour customer service training.

Opportunity for advancement.

Visibility of staff sitting on committees representing the department.

Merit increases.

Recognition should come primarily from direct supervisor.

For Supervisors: be sure recognition of your employee is written into the position description. Be sure all staff are acknowledged in some way.

Create interview question around acknowledgement of employees.

Being asked to be part of a 360 degree evaluation is acknowledging staff.

Some departments are large enough that there is not significant interaction. Encourage more informal interactions.

Supervisors would be acknowledging staff if they would come to staff for their opinions on policy or procedural changes.

Need for the “spirit of information sharing”

A supervisor who gives employees a card every year expressing her appreciation for that employee.

A supervisor who took individual employees to coffee one-on-one. Email thank you’s.

Verbal expression of “I don’t worry when I’m out of the office, because you’re such a great staff.”

When someone tells them they have been helped.

Simple thank you doesn’t need to be an actual word.

Handwritten note.

1 hour customer service training.
JOIN US!
We are looking for members who want to make a difference
Classified Staff Training and Development Advisory Committee
● Email: cstdac@uoregon.edu
● Website: http://cstdac.uoregon.edu
Meetings are held at 12:00-1:30 pm on the 2nd and 4th Thursdays of the Month.

CONGRATULATIONS
to the 2010-2011 CSTDAC Scholarship Winners:

Gregory Kerber, Housing/Food Services
Audra Mahoney, Holden Leadership Center
Josephine Co, Admissions
Amanda Moore, Early Childhood CARES
Shawn Kahl, Scheduling & Events

We would like to thank all who participated in either applying or helping to get the word out. The intent of this scholarship is to provide classified employees the opportunity to take classes so that they can change jobs, improve skills and/or complete degrees. In establishing this scholarship, the Classified Staff Training and Development Advisory Committee is providing funds for classified staff who need assistance with training opportunities.

2011 Classified Employees’ 25 Years of Service Recognition

Seventy-one classified employees with twenty-five years of service or more to the University of Oregon, were honored at a noon at a luncheon hosted by Human Resources on Thursday, February 10th, at the Knight Browsing room. On behalf of the University, President Lariviere expressed his appreciation for the classified employees dedication whose service totaled 2034 years. Among the honorees was Carol Goodyard with Libraries for 40 years; Carol received a UO signature clock and a name place honoring her years of service. Lois Yoshishige with Office of Business Affairs shared her story of an unusual revelation of her former supervisor. Eve Siecinski, and Kim Barker, who are medical transcriptionists at University Health Center, were the winners of a drawing for prizes.

Topic 3: What can we do as employees to acknowledge colleagues’ contributions to UO, and each other?

- Find what is meaningful to that person and personalize it.
- Unit leader could provide a mechanism for employees to recognize another.
- Emailing thank you’s, cc-ing supervisor.
- Personalized cards from dept to others.
- Birthday cards, anonymous gift bag w/small items Chocolate!!
- Emails.
- Verbal thank you’s.
- Take break/lunches outside office.
- Fun on the 15th – fun group activity.
- Compliment a colleague with a message to their supervisor in writing.
- ACKNOWLEDGE : appreciation emails, in staff meeting emails forwarded to the boss, part of team, everyone gets to know.
- At the Library: 50 people, retirees included in holiday celebration Include family, library staff association. All Volunteer, new staff welcomed. Potluck. Talent show.
- “Writing on the wall”
- “Notes to the file”
- Verbal “way to go”
Please place in the mailbox of: