

COMMON MYTHS THAT AFFECT

GOOD SUPERVISION

Traditional Target Audience

Management in State Government

Comprehensive Public Training Program (CPTP)

**Sponsored by the Governor's Office, Division of Administration
and the Department of State Civil Service**

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This manual was duplicated at a cost of \$.03 per page.

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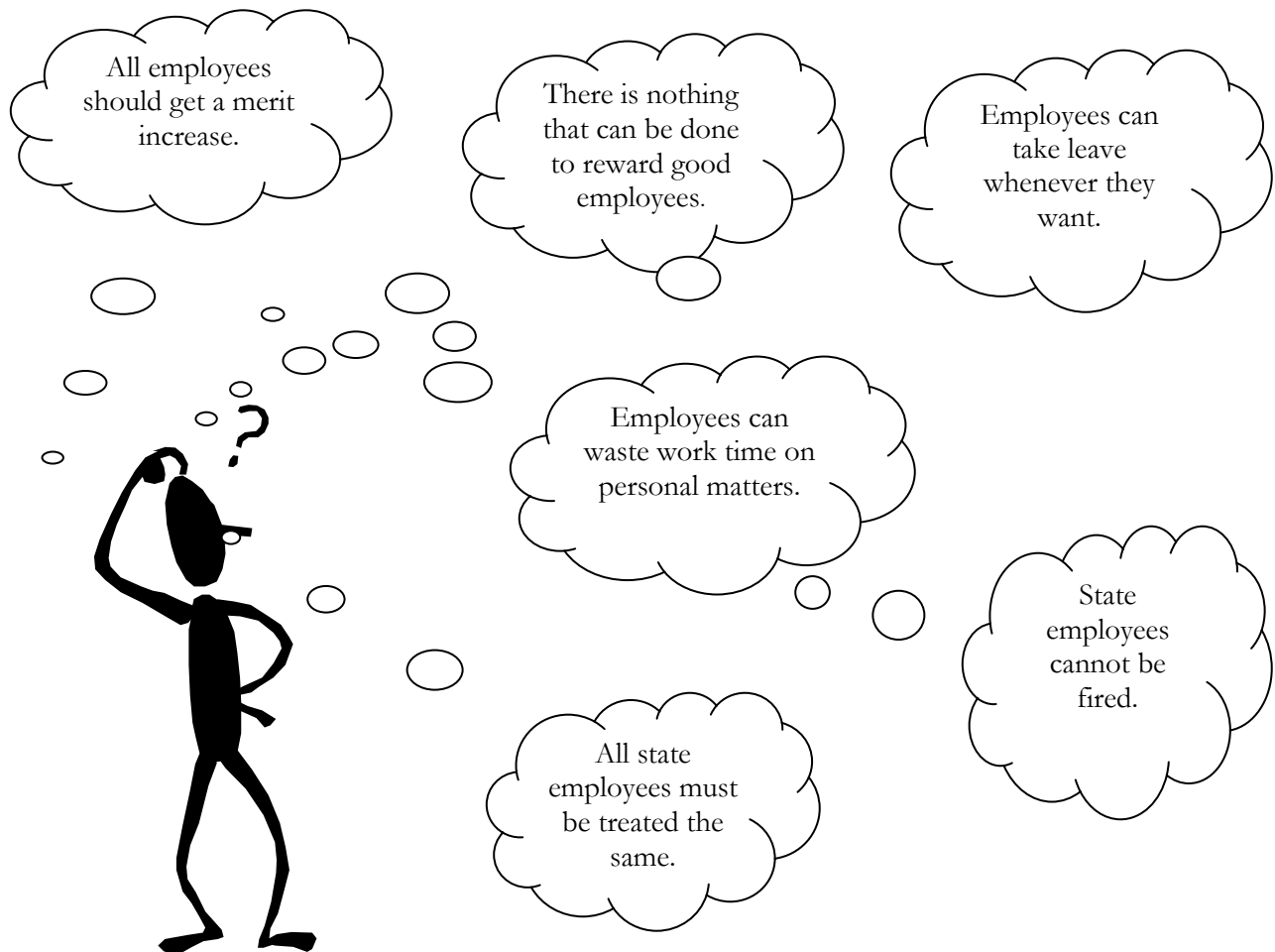
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Note: *The Civil Service rules can be found on the Internet at the following web site: www.civilservice.louisiana.gov*

COURSE DESCRIPTION

This class examines a number of harmful, common myths that exist in the state government workforce. These myths negatively impact productivity and morale. Belief in them can result in supervisors who feel powerless to do a good job. Employees take advantage of these myths and this results in poor performance and unprofessional behavior that should not be tolerated. These negative effects spread, affecting every worker in the unit.

Participants will identify these myths and work with them in common hypothetical situations. Participants will then learn specific courses of action they can apply to correct behavior resulting from these false beliefs. Myths that will be studied include the following:



Brainstorming Session



Individually

Look at the common myths on page 3. Identify which exist within your unit.

Discuss with the group

What impact have these myths had on your staff?



Myth # 1

"You can't fire a state employee."

Results of Myth:

- Supervisors often endure more problematical behavior than they should. Co-workers, the supervisor and customers suffer unnecessarily by enduring unacceptable behavior.
- Supervisors feel constrained by rules in managing problem employees. They feel *powerless* to act and believe their "hands are tied" by red tape and rules.
- Problem employees feel empowered by a false sense of job protection.

What you need to know:

- Civil Service does not exist to protect poor conduct and performance! It supports efforts to "raise the bar" of performance and morale.
- We must consider the rights of all involved when there are problems. Supervisors, co-workers and clients should be considered in whether to keep an employee.
- When supervisors "raise the bar" of expectations, it improves morale, productivity, and service to our clients, as well as increasing respect for the supervisor.

Number of separations vs. appeals

	<u>2006</u>	<u>2007</u>	<u>2008</u>
Total separations	2239	2249	2111
Separations appealed	107	86	150
Separations reversed	8	14	2

This data includes those who resigned to avoid dismissal.

Use the probational period as a working test period!

- The probational period lasts from 6 to 24 months, at the agency's option; however, probational employees can be separated at any time. Consider separating them if they are not satisfactory.
- Probational employees do not have the same appeal rights as permanent employees. To overturn their separation to Civil Service, they must generally prove illegal discrimination based on race, sex, religious or political beliefs.
- Separation of a probational employee should not be done in an illegally discriminatory or arbitrary manner.
- Employees do not have to be given a reason for separation, but usually it should not be a surprise. Under most circumstances, the employee should be counseled for improvement prior to the need for separation.

For permanent employees who are problematical...

- Use the PPR process for performance improvement or for help in building a case for dismissal. (However, remember PPR is not a disciplinary action.)
- Develop a plan of action with the employee to address problematic areas. It is really good to put it in writing. See sample supervisory plan in Appendix B.
- Schedule consistent follow-up measures for evaluation of progress.
- If there is no improvement, consult your chain about taking action up to and including discipline.
- Good documentation is key to separating an employee who is not performing adequately.
- Separation of a permanent employee should not be done in an illegally discriminatory or arbitrary manner.



Myth # 2

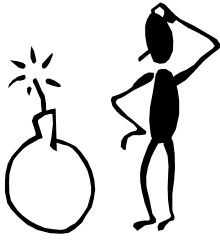
"Merit increases are automatic, unless you're at your max. "

Results of Myth:

- It is believed that a merit increase is an automatic right if one's PPR rating is overall satisfactory or better.
- The employee is rewarded for poor work habits or conduct.
- Other employees' morale suffers by the feeling of "Why bother?" if they see employees unjustly rewarded discretionary pay increases.
- There is loss of motivation to produce good work performance when it is believed that a merit increase does not have to be earned.

What you need to know:

- A merit increase is not a right or entitlement. It is not a yearly cost-of-living increase.
- All merit increases should be **DESERVED**, based on merit system factors as reflected in the PPR system.
- Withholding a merit increase is not a disciplinary action.
- "Needs Improvement" or "Poor " overall rating = NO merit increase.
- If the withholding of the merit increase is appealed to Civil Service based on illegal discrimination, the employee must prove it.
- Civil Service rules do not require that the employee be given a reason for a merit increase being withheld; however, good supervision usually means the action should not come as a surprise to the employee.
- Communicate year-round problems that may lead to withholding a merit increase.
- Help the employee improve weak areas. Your role is to build the success of the employee.
- An overall performance rating of "Meets Requirements" does not have to result in this increase if an area(s) of performance and/or work conduct are not satisfactory.
- Withholding an increase can serve as a motivator to improve or leave the job.



Myth # 3

“All employees must be treated the same.”

Results of Myth:

- Supervisors think if they don't treat everyone the same, they are guilty of illegal discrimination.
- It causes supervisors to be afraid to address individual problems. It can even paralyze supervisors from taking needed actions to improve morale, respect, productivity, etc.
- Managers are forced to adopt a “one size fits all” management approach. This can result in the following: a) the good are punished for the bad, and b) problems are not addressed and solved.
- It prohibits the individual handling of employees' strengths and weaknesses.

What you need to know:

- Good supervision requires that employees be treated differently to better meet their needs and those of their co-workers and customers. Consider employees' work histories, duties, etc.
- Employees with job-related problem behavior can be held to standards not applied to others.
- Never illegally discriminate based on race, sex, religious or political beliefs, age, disability, etc.
- Look at situations on an individual basis. As a general rule, treat employees in similar circumstances in a similar manner, but not necessarily exactly the same.
- Pool strengths and address weaknesses to the advantage of the team.

Group Exercise: Discuss solutions for the following:

1. One of your employees spends a great deal of time on personal phone calls. Everyone in your office makes some personal calls, but this employee spends far too much time chatting with family or friends.
 - A) Can you implement measures to strictly control such calls for him but not for everyone? Why?
 - B) What could you do?

2. One of your employees tends to miss work deadlines.
 - A) Would it be appropriate to require him to submit work status reports to you on a weekly basis when you don't require this of the other employees? Why?

3. Four employees work for you, only one of whom has a pattern of tardiness.
 - A) Can you legally hold this employee to practices that you do not apply to the others? Why?
 - B) What are some measures you could take?



Myth #4

"There's nothing I can do to motivate or reward good employees."

Results of Myth:

- It is believed that money is the only, or primary, motivator of employee performance.
- There is little recognition of a job well done.
- Supervisors feel limited in promoting employee growth.
- The employee feels there is no reason to perform well and he or she loses the will to excel and take pride in the job.

What you need to know:

- Money and a higher job are not the only rewards or recognition that are of value to the employee.
- An environment of encouragement and recognition of employees' contributions is critical in motivating employees and enhancing their morale.
- A simple "Thank you!" or "Job well done!" encourages employees' best efforts.
- A brief e-mail, memo or letter commending the employee, a word of praise, especially in front of co-workers, recognizing contributions and asking employees for their ideas (and respecting them), are ways to make work a satisfying experience.
- There ARE options available in the Civil Service rules to reward good employees and enhance morale. Some of them are listed below, in general terms. For more specifics, see the rules on the Internet at the Civil Service web site – www.civilservice.louisiana.gov

1. Rule 6.16(g) permits those employees who have achieved at least 12 years of continuous state service and have reached the maximum of their pay range, to be granted by the appointing authority, at his option, a lump sum payment of up to 4% of the employee's base salary. The employee must have been at the same range dollar maximum and had satisfactory performance for at least three years. This cannot be granted more frequently than once every three years.
2. Rule 6.16.1 permits agencies to have Rewards and Recognition programs for individual employees or for employee groups for significant achievement. Rewards may be monetary or non-monetary. The Civil Service Commission must approve an agency policy for this rule to be used and such policy must be posted. Recipients of monetary rewards must be publicly posted. Such payment must be given as a one-time lump sum and shall not exceed a total of 10% of the employee's base salary within a fiscal year.

FY 2008-2009

- **51 agencies granted monetary rewards**
- **1,699 classified employees received a combined total of approximately \$835, 000 under this Rule**

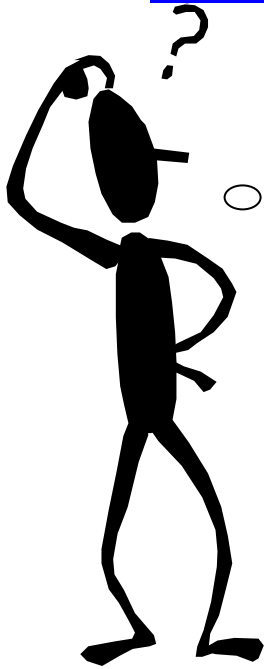
3. Rule 6.16.2 permits an appointing authority, at his discretion, to make optional pay increases that shall not exceed 10% in a July 1 to June 30 period to a permanent employee. There must be an agency policy to apply this rule and the Civil Service Commission must have given it prior approval. Recipients must be publicly posted. It can be used -
 - to compensate employees for performing additional duties. (For this condition only, the following stipulations apply. If an employee has a level of work of Administrator or higher on his job specification, the agency must petition the CS Commission for any increase. For other employees, the agency may grant up to 5% under its own policy; if the agency wants to give more than 5%, it must get Commission approval.)
 - to recruit employees into positions for which recruiting is difficult
 - to retain an employee whose loss would be detrimental to the state service
 - to adjust pay differentials between comparable employees

FY 2008-2009

- **63 agencies awarded lump sum and/or base pay payments**
- **739 classified employees received a combined total of approximately \$2.3 million under this Rule**

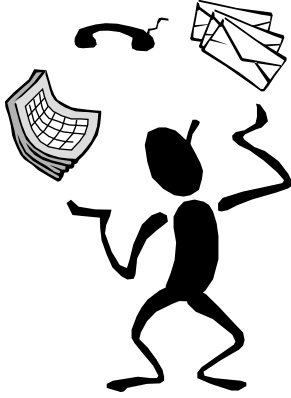
A web site that you may wish to use to produce a "Certificate of Appreciation" or a "Certificate of Excellence" for your employees is:

<http://search.officeupdate.microsoft.com/TemplateGallery/ct77.asp>



Note: For more ideas on recognizing and rewarding employees, refer to Appendix B on pages 23-25.





Myth # 5:

"My employees waste work time on personal matters, but there's nothing I can do about it."

Results of Myth:

- Employees are not expected to be ready to work at the beginning of business.
- This myth invites low morale.
- It allows poor customer service.
- Deadlines are not met.
- It diminishes the sense of fairness among co-workers.

What you need to know:

- It is your responsibility to require employees to devote work time to their agency business.
- While we can reasonably assume employees will spend some time on personal matters, the DEGREE to which they do so can cause problems.
- Good supervision will control inappropriate time wasters. Consider...
 - a) Reevaluate the work distribution in your office. Too much personal time can mean the employee does not have an adequate workload.
 - b) Get the backing of your chain of command and then counsel the employee. Give a memo of counseling stating what you told him/her. Include why he/she is being required to change his/her behavior, e.g., morale of co-workers; quality of service is hurt because the phone is tied up with personal calls which prevent clients from getting through, etc.
 - c) Discipline the employee if the behavior continues.

Group Exercise:

1. You have noticed that over the past few months three of your five employees have been taking lunches that last beyond the time period allowed by your office. The situation is continuing. Two of them are outstanding workers and one of them has serious work performance problems. How would you handle this problem and why?
2. One of your employees is frequently away from his work area. Other workers, who are resentful of his frequent absences, must intercept his phone calls. What could you do?
3. One of your employees takes frequent smoking breaks. Co-workers are complaining. What are some things that you might do?
4. On several occasions you have observed an employee using the Internet for personal interests, rather than state business. How could you handle this situation?

Myth #6

"I've earned that leave and I can use it whenever I want!"



Results of Myth:

- False sense of entitlement to use leave.
- Staff does not recognize authority of supervisor to deny leave when appropriate.
- Staffing problems.
- Overtime problems.
- Quality of the unit's work can be compromised.
- Morale of staff is negatively affected.

What you need to know:

- CONSIDER THE GREATER GOOD of ALL your employees and your customers!
- The supervisor has the right and responsibility to manage leave usage in a manner that considers customer service and the needs of the unit.
- Utilize principles of wise leave management. Lead by example and be a role model. Your leave record should be responsible. Be reasonable. Do not act unless you have a rational business reason. Don't "play favorites."
- If you wish to change your method of managing leave, do the following:
 - Get the support of your chain of command and the Human Resources staff! If you act alone without support, your authority and credibility could be hurt.
 - If you "tighten up" on the management of leave, let your employees know the new rules before you hold them accountable for them.
 - Remember employees do NOT need to be dealt with in the same manner. Good attendees need not have the same management tools applied to them as are applied to the frequently absent.
 - As a general rule, treat employees in similar circumstances similarly. If this is not done, there could be the perception of unfairness.
 - Employees should be counseled and dealt with individually. Do not generally handle problems through staff meetings or through e-mail or memos to all employees if the problem is with one individual. (In other words, do not punish the good for the bad. This is harmful to morale and basically unfair.)

Overview of the Family and Medical Leave Act - (FMLA)

1. This is a federal law to which eligible state employees are subject. A more detailed explanation of FMLA may be found at the following web site:

www.dol.gov/esa/public/regs/compliance/whd/1421.htm
2. An eligible employee must be given the FMLA leave he needs, up to 12 workweeks of job-protected leave during a 12-month period.
3. FMLA guarantees the protection of an employee's job and benefits for the FMLA period; however, FMLA leave is not a separate "pot of leave."
4. For state employees, accrued, appropriate paid leave is used for FMLA. If the employee runs out of appropriate paid leave, leave without pay makes up the rest.
5. Who is eligible to use FMLA leave?
 - a. Those who have worked for the state for a total of at least 12 months, and
 - b. Those who have actually worked (leave does not count) for at least 1,250 hours during the 12 months prior to beginning FMLA leave
6. Reasons for which FMLA leave may be taken:
 - a. Birth of a child, and to care for the newborn child
 - b. Placement with the employee of a child for adoption or foster care and to care for the newly placed child
 - c. To care for a spouse, child or parent, as defined by FMLA, who has a "serious health condition" as defined in that law
 - d. For the employee's own "serious health condition"
7. The agency may place an employee of FMLA leave without the employee's requesting it and the agency may require certification of the condition.

**CONSULT YOUR HUMAN RESOURCES OFFICE ABOUT FMLA!
This is just a general overview guide!**

Removal From State Service Due to Absence From Work

Civil Service Rules 12.6(a) 1 and 2 permit an agency to **non-disciplinarily** remove employees for certain absences. The rule provides:

12.6 Non-disciplinary Removals.

(a) An employee may be non-disciplinarily removed under the following circumstances:

1. When, on the date the notice required by Rule 12.7 is mailed, hand delivered, or orally given, the employee is unable to perform the essential functions of his job due to illness or medical disability and has fewer than eight hours of sick leave. An employee removed under this provision shall be paid for all remaining sick leave.
2. When, after the employee has been given written notice that his attendance requires improvement and a copy of this rule, an employee has seven or more unscheduled absences during any consecutive twenty-six week period. The employee shall also be given written notice each time he incurs a sixth unscheduled absence during a consecutive twenty-six week period. An unscheduled absence occurs when an employee is absent from work without having obtained approved leave prior to the absence. Approval of leave, after the fact, to cover an unscheduled absence shall not prevent the absence from being considered unscheduled. A continuous absence for the same reason is one unscheduled absence, regardless of its duration.

Points to Remember for Rules 12.6(a)1 and 2:

1. All agencies may use this rule.
2. Rule 12.6(a)1 **cannot** be used until after the employee has exhausted FMLA eligibility.
3. Rule 12.6(a)1 can be used **only** if the employee cannot return to work with or without reasonable accommodations.
4. FMLA absences **cannot** be counted for purposes of Rule 12.6(a)2.
5. An unscheduled absence is one that the employee did not obtain approved leave in accordance with the agency's policy before the absence.
6. Rule 11.27(g) allows an agency to place an employee on leave without pay for an unapproved absence. An absence is unapproved if the employee did not follow agency policy for obtaining approved leave.
7. In addition to imposing leave without pay, an agency may discipline an employee for failing to follow attendance and leave policies.
8. If the agency chooses to, it may approve leave after-the-fact so the employee can be paid for the time he or she was out, but the absence can still be considered unscheduled.

Management of Annual Leave – Chapter 11 Rules

1. Annual leave can be used only with the permission of the appointing authority (normally delegated to the supervisor). It can be denied. Employees do not have a right to use annual leave whenever they wish (except for valid FMLA usage). It is a *myth* that an employee can take annual leave whenever he wishes. The needs of the unit and the customers need to be considered.
2. The supervisor should not be unduly nosy, but he or she does have the right to ask an employee why he needs annual leave. Typical examples: a) An employee has been asking for too much time off and his leave usage needs to be more closely managed. b) Several employees ask for the same day off and the efficient operation of the unit will not permit it. Without practicing illegal discrimination, the supervisor can refuse to grant annual leave if he has a rational business reason. It does not have to be based on who applied first for the leave. Other rational business reasons such as pattern and frequency of leave usage among your employees, etc., can be used to help you manage the use of your staff's annual leave.
3. An employee who calls in at beginning of business and states that he will be late or that he needs to be out for the day to handle some business can be asked the reason why and can be denied annual leave. Furthermore, the employee can be placed on unauthorized leave without pay for the period of such unauthorized absence. Or, leave can be granted for only a portion of the day if it seems reasonable that only a portion of the day should be needed. The approval of annual leave to cover frequent tardiness tends to encourage it.
4. Annual leave cannot be denied when needed for valid Family and Medical Leave (FMLA). However, if it is for the employees own serious health condition, the agency may first require the use of accrued sick leave.

EXERCISE: Describe some myths regarding annual leave.

A)

B)

C)

D)

Management of Sick Leave – Chapter 11 Rules

1. Sick leave cannot be denied if: a) it is accrued; b) it is legitimate, and, c) it is taken in accordance with the agency's procedure for its approval.

2. Sick leave is used for the employee's own illness, disability, medical appointment, or treatment. The Civil Service rules do not permit its use to care for sick family members or for personal business or vacation.

3. A doctor's statement or some other proof acceptable to the agency of legitimate leave usage can be required at any time. Ideally, this should be done on an individual basis for those who frequently take sick leave, especially for short, unplanned absences and for those you suspect of abusing leave. The doctor's statement can be required for every request for sick leave, no matter how short the time. (Some FMLA guidelines need to be considered - check with your Human Resources Office.) NOTE: Regarding health care appointments, sick leave can be used only for the period actually needed for the appointment and related travel; it is not to be used for any longer period of time.

4. The supervisor should direct the employee to submit the doctor's statement directly to him (or a designated backup person in the supervisor's absence) immediately upon the employee's return to work or within a time deemed reasonable by the agency. The employee should be told that failure to do this may result in: a) leave without pay for that period, and, b) possible disciplinary action.

5. It is not illegal discrimination to require doctors' statements only from those who often take sick leave or whom you suspect of leave abuse. It is not necessary to accept, without question, a physician's certification that looks inadequate or strange to you. Work with your Human Resources Office regarding this. Agencies may have a doctor verify in writing that the employee is unable to perform the essential functions of his job.

6. If the employee fails to adhere to absence guidelines, especially after being warned and/or reprimanded, he may be disciplined.

EXERCISE: Describe some myths regarding sick leave.

- A)
- B)
- C)
- D)

Leave without pay – Chapter 11 Rules

1. Authorized leave without pay may be taken only with the approval of the appointing authority (authority usually delegated to the supervisor). Leave slips are submitted for this.
2. Unauthorized leave without pay can cover a period of unauthorized absence, such as tardiness, unapproved long lunches or breaks, or unauthorized leave for sick or personal reasons, (such as the employee's failure to bring a doctor's statement when required to do so). Leave slip approval is not generally sought for unauthorized leave, but the supervisor should maintain documentation of dates and periods of time involved.
3. Being on time for work should be defined as being “duty-ready” at the very beginning of the workday. There is no such thing as a “grace period” to get to work.

Compensatory leave (k-time) – Chapter 21 Rules

1. Compensatory leave is earned by working overtime.
2. Compensatory leave can be used only when it is approved by the appointing authority.
3. An employee may be required to take accumulated compensatory leave at any time, except for legitimate sick leave purposes.

Common Myths that Affect Good Supervision

Case Studies

SITUATION NUMBER ONE

The Facts:

You supervise a team of five Cracklin Cookers. All of the members of your team play an important role in the cooking of the cracklins. Tom, one of your employees, for the last three months has been habitually late for work (anywhere from 20 to 30 minutes late). His tardiness is starting to impact the cooking of the cracklins because he has to do his part in the cooking process before the next team members can do their part. This is starting to have a negative impact the production of the cracklins and the morale of the other team players. The first few times Tom was late he put in for annual leave. You are now giving him leave without pay as he is tardy. You have counseled Tom twice (Apr. 4, 2008 and May 15, 2008) on his tardiness and explained to him the importance of coming to work on time. Last week (June 2, 2008) Tom was late again (35 minutes). Because of Tom's tardiness his work performance has been substandard.

Yesterday (June 10, 2008), Tom put in for three days of annual leave. This request is submitted during a time which is a high peak production time. Tom is already behind in his portion of the cracklin cooking process. You asked Tom why he needed to take leave during this time, he responded by saying it was personal. You mentioned to Tom you would think about his request for leave and were not sure it would get approved. Tom was not happy with your comments and mentioned to you he had a lot of leave built up and it was his right to take his annual leave at any time because he earned it. Additionally, Tom pointed out if you didn't approve his annual leave he would take his compensatory leave. He also commented that you had approved one of his co-workers leave for the same period and felt he was being discriminated against and was not being treated the same as his other co-workers.

1. Based on Tom's behavior and performance on the job, what are some things, as his supervisor, you may want to do to change his performance and behavior?
2. Develop an action plan to address this situation with Tom that will lead to a win-win solution for all parties involved.

Answers:

1. Immediate action:

2. Action Plan:



Tips:

- PPR is tool to improve performance and work behavior.
- Supervisory Plans can be used to address problematic areas.
- Disciplinary actions involve support from the chain-of-command and require action by the appointing authority.
- A merit increase is not a right or entitlement. It must be deserved, based on merit system factors as reflected in the PPR system.
- An overall performance rating of “Meets Requirements” does not have to result in the granting of a merit increase.

- Employees with job-related problem behavior can be held to standards not applied to others. Never illegally discriminate based on race, sex, religious or political beliefs, age, disability, etc.
- Annual leave is discretionary; supervisors can deny leave based on customer service and the needs of the unit.
- An agency may use C.S. Rule 12.6(a) 2 to rehabilitate or remove employees who have seven unscheduled absences during any consecutive twenty-six week period.
- Compensatory leave can be used only when it is approved by the appointing authority.

SITUATION NUMBER TWO

The Facts

You supervise three nurses (LPNs) who work on your floor at a local state hospital. You hired one of the three nurses recently using C.S. Rule 6.5(g), Extraordinary Credentials. After hiring the employee you realize that one of your other nurses, Alice, who has been working for you for seven years, is in the same job title/duties and has the same credentials as the newly hired nurse. Additionally, Alice has taken on the duties of one of her co-workers for which she is qualified doing the blood work for patients as prescribed by the doctor. Alice is a good worker and has received good PPR ratings. For the last three years, Alice has earned overall ratings of exceeds requirements.

1. With whom should you communicate to address this situation with Alice and what kind of documents will you need to gain their support?
2. Based on the situation with Alice, what can you do as a supervisor to reward and motivate Alice?
3. What can you do if you are unsuccessful in your attempt to get any monetary reward for Alice?

Tips:

- There are C.S. Rules that allow agencies to have a Rewards and Recognition Program.
- There are C.S. Rules that allow agencies to develop policies that address differentials between comparable employees and employees that are performing additional duties.
- Agencies may have policies to address rewards & recognition, pay differentials and extra duties.
- PPR is a tool that can be used to encourage continuous good performance and work behavior.

APPENDIX A – ADDITIONAL MYTHS

1. "An agency must promote from within before it can go to the outside."

Civil Service rules do not require internal promotions ahead of other methods of filling a vacancy. Sometimes, an agency needs to hire or promote an outside person to get the person best qualified for the job. However, you should consult your Human Resources Office to see if your agency has any policies in this regard.

2. "An agency must promote the senior person first."

Civil Service rules do not require that the senior employee must be promoted ahead of others. Seniority is one factor of several which should be considered. Consult your Human Resources Office to see if your agency has any policy in this regard.

3. "My agency cannot require me to work overtime if I don't want to."

Civil Service Rule 21.1 states: "An employee in the classified service may be required by his appointing authority to work overtime."

4. "You can't make me do something unless it's in my job description."

The supervisor has the right to assign necessary, job-related duties, even if these are not written in the employee's job description. These must never be illegal, immoral or unethical, of course. Be conscious of the employee's having a legal certificate or license if one is required to perform certain duties. Be conscious of qualifications and any OSHA safety requirements for the position. Update position descriptions (Standard Forms 3) when duties undergo a significant, ongoing change.

5. "My agency cannot change my shift."

An agency may change the shift of an employee. Of course, if the agency has a policy in this regard, it should follow its policy.

6. **“An employee, especially one new to the state, must be hired at the minimum of his or her pay range.”**

Several Civil Service rules permit employees, under certain circumstances, to be hired at a rate higher than the minimum of the pay range. Supervisors should always consult with their Human Resources Office and get the approval of their chain of command before offering a higher salary. These special pay rules exist to help recruit and keep the best candidates. See Rules 6.5 (g); 6.5 (c); 6.5(b); and 6.28 (c).

7. **“If a person wants to be rehired after leaving state service, he has reemployment rights and must be hired before anyone else.”**

Civil Service Rule 8.18 permits an agency to non-competitively re-hire a former classified employee under the conditions listed below. This is properly known as non-competitive reemployment eligibility. It is NOT a right or an entitlement. It is one of several options an agency may exercise in hiring, all of them equally legal. An agency may non-competitively rehire a person into any job which has the same or lower entrance salary as the current minimum for the job in which he had permanent status, in the past 10 years. He must have left state service in good standing (was not dismissed for cause or resigned to avoid dismissal) and meet the minimum qualification requirements for the position.

There are a few rare exceptions to this provision that may require the passing of an applicable Civil Service selection procedure. If you have any questions in this regard, check with your Human Resources office.

APPENDIX B - SAMPLE SUPERVISORY PLAN

Agency Letterhead

April 2, 2008

Mr. Sam Jones
Widget Technician
Widget Fabrication Section

Re: Supervisory Plan

Dear Mr. Jones:

I am placing you on a supervisory plan to help you improve [identify the problematic conduct]. Effective today:

1. When supervisory personnel communicate with you, you are to listen and give your full attention to these communications. In addition, when communicating with supervisory personnel, you are to be courteous, refrain from interrupting and from raising your voice to an inappropriate level;
2. If you detect errors and/or omissions in any work assignments of your peers, you are to promptly notify supervisory personnel of the perceived errors(s) and/or omissions;
3. You are to promptly comply with any and all workplace directives or instructions which are not illegal, immoral or unethical given to you by supervisory personnel;
4. If you believe any directive or instruction is illegal, immoral, or unethical or if you disagree or take issue with any of the workplace directives or instructions given to you by supervisory personnel, you may bring such matter(s) to the attention of Mr./Ms. _____, Widget Master. If you are unable to fully resolve the matter(s) with Mr./Ms. _____, you may bring any such matter(s) to the attention of Mr./Ms. _____, Widget Master II. If you are unable to fully resolve the matter(s) with Mr./Ms. _____ Widget Master II, if the matter(s) would be the proper subject of a grievance, you may avail yourself of the grievance procedure set forth in the Department's policy, Policy number: _____.

SAMPLE SUPERVISORY PLAN CONT'D

Supervisory Plan for:
Mr. Sam Jones
April 2, 2008
Page 2

5. Prior to October 1, 2008 you are to attend and complete the Comprehensive Public Training Program (CPTP) course entitled "Effective Conflict Resolution Strategies."

This supervisory plan is not a disciplinary action and a copy of it will not be placed in your publicly accessible personnel record. However, failure to comply with this plan may result in disciplinary action.

You have a right to respond to this supervisory plan. Your response will be attached to each copy of this plan that the agency keeps. Should the same or a similar problem recur, this supervisory plan may used to support the severity of any future discipline in which case a copy of this plan will be included in your publicly accessible personnel file.

Sincerely yours,

Recommended for
Approval by:

Recommended for
Approved by:

Approved by:

1st Line Supervisory

2nd Line Supervisor

Appointing Authority

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand the terms of the foregoing supervisory plan.

Sam Jones

Date

Appendix C

Why we don't practice R & R (Recognition and Reward):

- “Why should I reward employees for doing their jobs?”
- “I don't receive any recognition or rewards, so why should others?”
- “I don't know how.”
- “I don't have time.”
- “Recognition doesn't matter to people.”
- “Someone else should do it.”
- “I'm limited in what I can do.”
- “I'm uncomfortable doing it.”

Why we should practice R & R:

- Employees feel they are making a contribution.
- It promotes respect of co-workers.
- It promotes a positive work environment.
- It's a win/win endeavor.
- It's a motivator.
- It improves employee retention rates.
- It indirectly enhances our image as state employees.

R & R motivates staff:

- You get what is rewarded.
- It takes little or no money.
- Everyone wants to be appreciated.
- Behavior is controlled by its consequences.
- Management is what you do with people, not to them.

Nuts and bolts of R & R:

- Know your staff.
- Be consistent.
- Be creative.
- Keep it simple.

Low and No Cost Ideas

- One-on-one, in person thank you
- Public acknowledgement of good work
- Note of thanks (written or e-mail)
- Individualized certificate
- Newsletter or website mention
- Rotating trophy
- Luncheon date with the employee
- Develop awards to encourage specific performance
- Post a banner
- Special parking place
- Participate in Public Employee Recognition Program
- Name a day in honor of the employee
- Motivational staff meetings
- Acknowledge good work with stickers and stars
- “Wall of Fame”

For additional ideas check out the DSCS web link: www.civilservice.louisiana.gov Select from the options the HR Ideas and Job Aids for further ideas which may prove helpful.

Employee Recognition Survey

People are individuals. How one person would like to be recognized for his or her efforts may be different from one's co-worker. Our unit would like to know how you would like to be recognized and what you are willing to do to make our workplace a more supportive environment. Please remember that cash rewards are not a possibility at this time. All responses will be shared only with your immediate supervisor.

I prefer to be recognized by (check all that are true).

- Public praise
- Praise given privately in person
- Note of thanks
- Letter of commendation for personnel file, copy to unit/department head
- E-mail messages to unit
- Personal e-mail
- Through departmental newsletter or website
- Opportunity to attend training of my choice, with your approval
- Opportunity to participate in committees and task forces
- Consideration for a unit award for customer service, safety, cost-saving ideas, etc.
- Serve on a nomination committee for recognition awards.
- Participate in a program to recognize my co-workers' efforts.
- Serve on a committee to develop and maintain recognition in our workplace.

Please list any other ideas you may have to show general appreciation to staff.

Name _____ Date _____

Supervisor _____ Date _____