

June 16, 2017

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## Sign Up Today for the Service Excellence Workshops



There's still time to sign up for the Service Excellence Workshops! Brush up on your 'in-person,' telephone, and written customer service skills for the summer. The workshops will cover:

- FIU's philosophy on Service Excellence
- Professionalism at work
- Effective service over the telephone
- Managing written correspondence
- Techniques for delivering excellent service, even in difficult situations

**Dates and Times:**

Thursday, June 29<sup>th</sup>, 1:00 p.m. – 4:00 p.m., CSC-1144A

Tuesday, July 11<sup>th</sup>, 9:00 a.m. – 12:00 p.m., CSC-1144A

Thursday, July 27<sup>th</sup>, 1:00 p.m. – 4:00 p.m., CSC-1144A

[Register Today!](#)

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## New Performance Management Workshops Announced! Sign Up Today



Performance Management Workshops are designed to provide managers with the necessary skills to conduct meaningful performance reviews. Participants will learn:

- How to structure the performance review meeting
- What to say during the performance conversation
- How to provide meaningful feedback (positive and constructive)
- Practice delivering the feedback in a safe environment

**Dates and Times:**

Wednesday, July 12<sup>th</sup>, 9:00 a.m. – 11:30 a.m., CSC-1144A

Thursday, July 20<sup>th</sup>, 1:00 p.m. – 3:30 p.m., CSC-1144A

Tuesday, August 8<sup>th</sup>, 9:00 a.m. – 11:30 a.m., CSC-1144A

Wednesday, August 23<sup>rd</sup>, 9:00 a.m. – 11:30 a.m., CSC-1144A

[Register Today!](#)

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## **EOPD Summer Training Series**



Join the Office of Equal Opportunity Programs & Diversity for their Summer Training Series! Click [here](#) for more information. To sign up for the workshops below, please click [here](#).

### **Sexual Misconduct Training**

Wednesday, July 12<sup>th</sup>, 11:30 a.m. – 1:00 p.m., GL-220 | MMC

### **Animals in the Workplace Training**

Wednesday, July 19<sup>th</sup>, 11:00 a.m. – 12:30 p.m., GL-220 | MMC

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## Employee Benefits



### Employee Perks

**Dependent Eligibility Verification** – The Division of Human Resources' Benefits Administration department is providing you with this important notification pertaining to your State of Florida Benefits to create awareness. The Florida Department of Management Services (DMS) advised that the Division of State Group Insurance (DSGI) began requesting documents from a random sampling of enrollees as part of a monthly quality assurance review to verify dependent eligibility. Click [here](#) for more information.

**Summer Perks** – This summer, discover savings on housing, car rentals, entertainment, and more. In addition, we are pleased to announce a special perk for all employees: Dr. Carlos J. Finlay Elementary School, an MDCPS bilingual-curriculum school located adjacent to MMC, is accepting enrollment applications for Fall 2017. Click [here](#) for more information on this, and for a complete list of the vendor perks and benefits.

### Lock-in 2017 Health Coverage Today!



You may still be able to apply for health insurance in the Affordable Care Act Marketplace. If you want to receive free, unbiased assistance from a trained Navigator, contact the Health Council of South Florida at (786) 708-0836 for an appointment, or click [here](#) to schedule an appointment with a Navigator near you. There is a Navigator at Student Health Services on **Wednesdays from 9:00 a.m. – 5:00 p.m.** For more information, please contact Nathan Burandt, Benefits and Wellness Manager, at [nburandt@fiu.edu](mailto:nburandt@fiu.edu).



There are only a few weeks left until the July term begins! Sign up now for the dates below. Classes will be held:

***Mondays and Wednesdays: 7:00 p.m. – 9:30 p.m.***

***Tuesdays and Thursdays: 7:00 p.m. – 9:30 p.m.***

***Saturdays: 9:00 a.m. – 2:00 p.m.***

**FIU EMPLOYEES:** Take advantage of the course pricing at **\$249.00 per course, 50% off the regular price! This price is available to FIU employees only.** All benefit-earning employees have the option to use payroll deduction to pay for the classes! Please bring your FIU OneCard when registering for any of these courses. For more information, please click [here](#). To register for the class, please call the English Language Institute at (305) 348-2222.

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### **Mindful Practices at Work Workshops**



The Office of Employee Assistance is pleased to present the Mindful Practices at Work workshops. Walk-ins are welcome. Should you have any questions, please contact The Office of Employee Assistance at (305) 348-2469.

***Wednesday, June 21<sup>st</sup>, 12:00 – 1:00 p.m., MMC | GL-482***

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**PAWScast Survey:** Help us make our podcast better than ever! Please take this 5 minute anonymous survey and let us know what you'd like to hear going forward. Click [here](#) to take the survey.

**Zika Questionnaire:** Students from the FIU Herbert Wertheim College of Medicine are conducting a 5 minute survey regarding the Zika virus. Responses are anonymous and much appreciated. Please click [here](#) to take the survey.

**State Wellness Wire:** June's issue of "The Wellness Wire" is now available! Click [here](#) to view a calendar of events, get tips about protecting your skin from the sun during this summer season, and understand how to manage those pesky seasonal allergies. Enjoy!

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## The Wellness and Recreation Center-MMC is now Re-Open!



Normal summer hours have resumed! Please visit the WRC [website](#) for a current schedule. Please be advised that the existing WRC is an active construction site.

- Patrons are asked to be aware of their surroundings, follow posted signs, and report any dangerous or hazardous situations to WRC management immediately.
- Locker rooms will remain closed until further notice. Men's and women's restrooms are located on the second floor and temporary lockers will still be available on a first come, first serve basis. Please note there will be no showers available until further notice.
- Please access the building via the sidewalks surrounding the law school. Access via SW 12<sup>th</sup> Street is no longer available.

Should you have any questions, please contact the WRC-MMC at [camprec@fiu.edu](mailto:camprec@fiu.edu) or (305) 348-2575.

*To provide feedback on this newsletter, please contact us at [hadmin@fiu.edu](mailto:hadmin@fiu.edu)*