

June 2, 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:

Tuesday, June 13th, 9:00 a.m. – 12:00 p.m., CSC-1144A

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

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

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

[Register Today!](#)



Drug-Free Campus/Workplace Drug & Alcohol Abuse Policy: The university is committed to maintaining a safe, productive, and drug-free work and

educational environment. As such, FIU strictly prohibits the unlawful manufacture, distribution, dispensation, possession, trade, sell, or offer for sale of a controlled substance or alcohol on campus. Please click [here](#) to review the policy.

Collective Bargaining Update: The American Federation of State, County and Municipal Employees (AFSCME) and the FIU Board of Trustees (BOT) have reached an agreement for collective bargaining. The terms of the agreement will go into effect beginning June 2, 2017 through June 2, 2020. To review the contract in full, please click [here](#).

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, June 14th, 11:30 a.m. – 1:00 p.m., AC1-155 | BBC

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

Animals in the Workplace Training

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

Employee Benefits



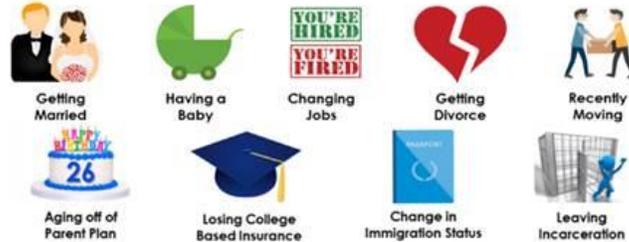
Employee Perks

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!

Is anyone in your family...



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.



Missed your chance to register for the Accent Reduction, Practical Conversation, and Advanced Grammar classes? Now is your chance to register for the July term! 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.

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 7th, 12:00 p.m. – 1:00 p.m., MMC | GL-482

Wednesday, June 21st, 12:00 – 1:00 p.m., MMC | GL-482



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

Lunch and Learn Series: Come join us! Bring your lunch and we'll bring the knowledge! Listen as Dr. Heidi Von Harscher and Dr. Dorothy Contiguglia take you on a journey of humor and your health. Remember, a laugh a day keeps the doctor away! Click [here](#) to sign up for the dates below.

Monday, June 12th, 12:00 p.m. – 1:00 p.m., MMC | GC-243

Tuesday, June 13th, 12:00 p.m. – 1:00 p.m., BBC | HL-319

WRC-MMC Temporary Closure



Due to renovations, the Wellness & Recreation Center – MMC will be closed to the public and will reopen Monday, June 12th at 6:30 a.m. Should you have any questions, please contact WRC-MMC at camprec@fiu.edu.

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!