

May 19, 2017

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## Sign Up Today for the Service Excellence Workshops



**New Service Excellence Workshop dates have been announced! 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, May 30<sup>th</sup>, 1:00 p.m. – 4:00 p.m., CSC-1144A  
Tuesday, June 13<sup>th</sup>, 9:00 a.m. – 12:00 p.m., CSC-1144A  
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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## Commuter Challenge 2017



It's not too late to take the challenge! In support of Clean Air Month, **the Florida Department of Transportation's South Florida Commuter Services and FIU** are challenging FIU commuters to **use an alternate mode of transportation at least once in the month of May as part of the 2017 South Florida Commuter Challenge!** We are asking the FIU community to try one or more of the following: transit, carpool, walking, or bicycling.

To participate, individuals must log at least one commute using an alternative transportation mode during the month of May through the FIU RideFlag app. Take the challenge and discover a new way to get around South Florida! For more information and to register for the challenge, please click [here](#).

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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!

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](mailto:nburandt@fiu.edu).

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Missed your chance to register for this term's 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.

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### Mindful Practices at Work Workshop

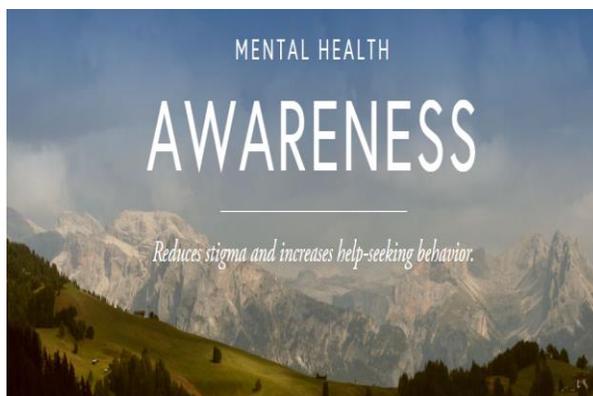


The Office of Employee Assistance is pleased to present the Mindful Practices at Work workshop. Please click [here](#) to sign-up for the workshops below.

Wednesday, June 7<sup>th</sup>, 12:00 p.m. – 1:00 p.m., MMC | GL-482

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

## Mental Health Awareness Month



Did you know that 20% of Americans live with a mental health condition? The Office of Employee Assistance (OEA) encourages you to set aside time for self-care during Mental Health Awareness Month. Take a walk outside, try some yoga, or go take a couple of evenings to practice meditation. Click [here](#) to take a brief anonymous mental health screening. The OEA is here to support your health and well-being needs. Please call (305) 348-2469 to inquire further, or to make an appointment.

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**Lunch and Learn Series:** Come join us! Bring your lunch and we'll bring the knowledge! Next month will feature Dr. Heidi Von Harscher and Dr. Dorothy Contiguglia. Listen as they 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 12<sup>th</sup>, 12:00 p.m. – 1:00 p.m., MMC | GC-243

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

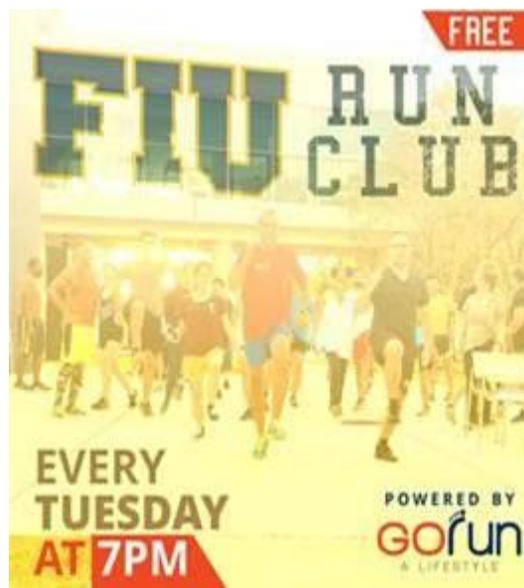
**State Group Insurance Wellness Wire:** This month's issue of "The Wellness Wire" is now available! Click [here](#) to learn about protecting your skin from the sun and how to manage seasonal allergies.

## WRC-MMC Temporary Closure



Due to renovations, the Wellness & Recreation Center – MMC will be closed to the public starting Sunday, May 21<sup>st</sup> at 6:00 p.m. – Monday, June 12<sup>th</sup> at 6:30 a.m. Should you have any questions, please contact WRC-MMC at [camprec@fiu.edu](mailto:camprec@fiu.edu).

## FIU Run Club



Get your running shoes ready! Join the FIU Run Club and Go Run Running Store every Tuesday at 7:00 p.m. at the FIU Wellness and Recreation Center! Have questions? Contact Nathan Burandt, Benefits and Wellness Manager, at [nburandt@fiu.edu](mailto:nburandt@fiu.edu).

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