

November 18, 2016

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### Consent to Receive W-2

Consent to receive your 2016 Electronic W-2 Wage and Tax Statement online! For more information and instructions on how to consent, please click [here](#). For any additional questions, please contact the Human Resources Service Center at (305) 348-2181.

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### Children's Holiday Celebration



Join us at the 24th annual Children's Holiday Celebration on **Thursday, December 8th, 2016 at 11:00 a.m.!** For ticket information and more details about this event, please click [here](#). For further information, you may contact Mari Vila, Executive Assistant, Advancement Services, at (305) 348-2009 or by email at [vilame@fiu.edu](mailto:vilame@fiu.edu).

### Recognition Awards Nominations



Nominations are now open for this year's FIU Service & Recognition Awards Ceremony. To learn more about the award categories and/or to submit nominations, please click [here](#).

The deadline to submit nominations is **Friday, December 30th, 2016.**

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## Sign up today for the Service Excellence Workshops

A banner for Service Excellence. On the left, a dark blue rectangle contains the text "Service Excellence" in white serif font. On the right, a photograph shows a stone tower with an "FIU" sign on top, set against a sunset sky with palm trees.

# Service Excellence

New Service Excellence Workshop dates have been announced! Brush up on your 'in-person', telephone, and written customer service skills for the Spring semester. 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:**

Wednesday, November 30, 1:00 p.m.-4:00 p.m. – MMC

Wednesday, December 7, 1:00 p.m.-4:00 p.m. – BBC

Tuesday, December 13, 9:00 a.m.-12:00 p.m. – MMC

Tuesday, January 10, 9:00 a.m.-12:00 p.m. – MMC

Thursday, January 26, 1:00 p.m.-4:00 p.m. – MMC

[Register Today!](#)

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- The Division of Human Resources is excited to present to you FIU's fantastic perks this Holiday Season! Discover savings on housing, car rental, entertainment, and more [here](#).
- Don't miss your chance to enter to WIN a \$100 Visa Gift Card! Visit the [FSA Store site](#) before November 30th to find out more!
- Read below for important information related to your Benefits premium deductions:
  - Benefits Premium are paid/deducted one month in advance
  - Deductions corresponding to plan elections made during Open Enrollment will be made effective January 2017 and thus reflected in the 1st paycheck of December 2016 (12/09/2016)
  - Deductions for Flexible Spending Accounts will be Effective 1st check of January 2017 (01/06/2017)



**PAWS Fall 2016 Wellness Survey** - Please take a brief 5 minutes to complete our anonymous [PAWS Fall 2016 Wellness and Culture Audit Survey](#). The results of this survey provide feedback on programs you will be interested in and time offerings that would be best for you.

**Gratitude for the Holidays** - Thanksgiving and the winter holidays are upon us. Here are a few ways to be a little more grateful for the holidays:

1. Keep a daily grateful journal and write down who or what inspired you, what surprised

you, and what warmed your heart that day.

2. Write a thank you letter to someone who has had an impact on your life. If possible, deliver the grateful letter in person.

3. Take a gratitude walk. Take 20 minutes and consider all the things you are grateful for.

## PAWS Podcast and Newsletter



December's PAWScast is with special guest Joel Murray, Chair and Artistic Director of the Theatre Department. Listen as he speaks on everything herbs and eastern and western medicine. The PAWScast and Newsletter will be released **December 6th**. You can listen to past PAWScasts for [iTunes here](#) and [Podcastgarden here](#). Sign up for our Newsletter [here](#).

## Lunch and Learn: PAWS to De-stress



Our Lunch and Learn series continues with Isabel Alfonsin-Vittoria, from the Office of Employee Assistance. This month's topic will focus on stress reduction for the holidays. Register for the following dates [here](#).

***December 1st at MMC***

***December 2nd at BBC***

For more information on the events, please contact Nathan Burandt at [nburandt@fiu.edu](mailto:nburandt@fiu.edu).

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

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