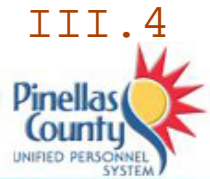




Employees' Advisory Council

to continually improve the Pinellas County classified employees' quality of work life



III.4

APPROVED BY THE EAC

Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL
Wednesday, January 20, 2016, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:30 p.m. by Chair, Lisa Wombles.

Approval of Minutes

Charles Toney motioned to approve the EAC Representative Minutes for December 16, 2015 with the following addition to the Committee Appointments for Legislative: Florida Retirement System. The motion was seconded by Steve Yeatman. The minutes were approved.

Comments from Dave Blasewitz, Director of Human Resources (Interim)

Dave provided a synopsis of the recent items:

- The new rules were adopted by the Personnel Board and were posted on the Human Resources website [see www.pinellascounty.org/hr/rules]. There has been a lot of positive feedback. The rules can be amended if needed.
- LEAD program has 27 exempt staff participating in the next session which begins in March 2016. This program is a 2-year commitment.
- Explained the process that HR Employee Benefits follows each year to help employees complete their screening, health assessment and avoid the increased premium surcharge.
- HR will be sending out communications reminding employees that if they want to receive cash payments for wellness incentives in 2016, they need to submit the request by March 31. The program automatically defaults to points unless the employee goes to the website to make that change each year [see [cash election link](#)].

Question

Steve Yeatman asked how often the healthcare contracts are reviewed. How many complaints need to be heard before an audit is performed on Express Scripts?

Answer

Contracts are handled through a competitive bid, typically every 3 to 5 years, and are not reviewed yearly due to the cost of changing carriers too often. Usually the contract guarantees the rates for 2 years and the contracts do not last more than 4 years. There is an audit in place for the prescription plan.

Old Business

- Personnel Board elections: Dr. Rick Davis – Chair, Mr. James Dates – Vice Chair.
- Human Resources Director recruitment: The committee voted on 5 candidates. There were no applicants within Pinellas County for the position. There were 2 local applicants and 3 out-of-town applicants. The next phase will be 3 video questions followed by an essay. The committee will narrow down the search from there to begin the interview process.
- The Christmas Wish Foundation donations total was \$930.00.

New Business

- Joanie Read, Human Resources Training, will be the guest speaker at the Delegate meeting on 1/28/16.
- Professional Development Advisory Committee (PDAC) Representative: Jennifer Gundel was the EAC Representative to the Committee last year. Mercedes Pearson volunteered to serve in 2016.
- Carole Sanzeri from the County Attorneys' office will speak to the EAC about the sunshine laws at the next EAC meeting. Guideline for the Sunshine Law is – Don't talk about information where a vote will occur.
- EAC At-Large Representative - Donna Beim is interested in joining the EAC to fill the vacancy of Josh Chance. She will be asked to come to the Feb. 17th EAC meeting. A vote will take place at that meeting to fill the At-Large Representative, as per the EAC bylaws.
- FRS - Charles Toney will provide an update on the FRS at the Delegate meeting.

Adjourned

Steve Yeatman made a motion to adjourn. Charles Toney seconded.

| | | | | |
|----------------|------------------|-------------------|----------------|---------------|
| Lisa Wombles* | Richard Carvale* | Peg Poole* | Linda Cahill* | Rich Castle* |
| Hazel Lane* | Doris McHugh* | Mercedes Pearson* | Randy Rose* | Mario Ruggia* |
| Ashley Skubal* | Charles Toney* | Lisa Wright* | Steve Yeatman* | |

*EAC Representatives in attendance at this meeting.

SIGN UP: Any employee may request a new issue be emailed each month by [subscribing to Leadership Notes newsletter](#).

Resolving Conflict

When people interact, conflict is always a possibility. It happens with family, friends and colleagues. It is part of human nature. The workplace can be an abundant ground for conflict. People have different priorities and conflicting work styles. Co-workers can find themselves competing against one another for assignments or advancement. A person can get upset over what seems trivial to them but to another individual at that particular time, it is significant. People get into conflicts when they believe that someone or something is interfering with their achieving a desired goal. Often the source of conflict may be unexpected change or change that has not been fully communicated. Differing styles and values can give rise to conflict and affect the way we respond to conflict.

No matter the source of the conflict, the actual cause of the dispute is often perception and miscommunication. In a perfect world, when a dispute arises the two parties would meet, get an understanding of each side's view, come to a mutually agreeable solution/compromise and move forward. However, people often avoid conflict by not discussing the issue, perhaps resulting in anger and resentment.

Anna Maravelas, psychologist and author of *How to Reduce Workplace Conflict and Stress* describes anger as coming in two flavors—"hot and cold contempt." The concept of hot contempt is the person who is visibly angry with red face and bulging veins. The concept of cold contempt is the more common occurrence: gossip, back-stabbing, withdrawal, simmering resentment, and the desire to see others fail. Neither of these options is good for an organization. We certainly don't want people visibly angry or upset in the work environment, but cold contempt is no better. According to

research done by vitalsmarts.com, every unaddressed conflict wastes about eight hours of company time in gossip and other unproductive activities. Multiply that by all the unresolved conflict in the workplace and the detrimental effects on the organization become clear.

What can you do as the supervisor/manager? For starters, communicate often during times of change and reorganization. If you're not using official forms of communication, "unofficial" chains of communication will emerge. If you have team members that are engaged in a conflict, encourage them to talk and listen to each other. Often people really do just want to be heard. When disruptions are occurring or conflicts do not appear to be getting resolved, or if you yourself are involved in a conflict, don't ignore it and hope it will go away. It won't. Human Resources staff can help by coaching you on how to resolve a conflict, mediating the conflict, clarifying rules and guidelines, or by providing guidance on how to handle grievances.

Conflict is not always a negative; it can also be an opportunity. Allowing an atmosphere where it is okay to disagree encourages inclusion and fosters a diverse environment. While conflict itself isn't necessarily bad, disputes that are poorly handled or not handled at all tend to fester and, while they may not always be on the surface, they don't go away. Not paying attention to what lies below the surface can have detrimental consequences. Being able to approach conflict openly and move forward from conflict can build a better and stronger relationship. If you need assistance resolving or mediating conflict, please contact Human Resources at employee.relations@pinellascounty.org, or call 464-3506.

Learning Opportunity

March 2016

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|----------------|--|---|--|--|--------------|
| | Feb 29 | Mar 1 | 2 | 3 | 4 |
| Feb 29 - Mar 4 | | 8:30am 4:30pm Supervisory & Management Competencies Ser 8:30am 9:30am MS Excel New Features (138) 10:00am 11:00am MS Word New F 11:30am 12:30pm MS Outlook Ne | 8:30am 12:00pm iExpense Travel (138) 8:30am 12:00pm What To Do Whe 1:00pm 3:00pm Budget 101 (Studi 1:30pm 2:30pm MS Outlook New F 3:00pm 4:00pm MS Excel New Feat | 8:30am 9:30am MS Word New Features (138) 10:00am 11:00am MS Outlook New Features (138) 11:30am 12:30pm MS Excel New F 6:30pm 8:30pm Passport To Retire | |
| | 7 | 8 | 9 | 10 | 11 |
| Mar 7 - 11 | | 8:30am 4:30pm Supervisory & Management Competencies Ser 8:30am 12:00pm Dealing With Difficult People (Utilities 4th Flo 8:30am 12:00pm Managing Workplace Stress (Sheriff's Offic | 8:30am 12:00pm Dept Fixed Assets (138) 8:30am 11:30am Career Development Forum - 1 of 5 (St 1:30pm 2:30pm MS Outlook New F 3:00pm 4:00pm MS Word New Fea | 8:30am 4:30pm Intro to Supervisio 8:30am 12:00pm Communicate Thi 8:30am 9:30am MS Outlook New F 10:00am 11:00am MS Excel New F 11:30am 12:30pm MS Word New F 6:30pm 8:30pm Passport To Retire | |
| | 14 | 15 | 16 | 17 | 18 |
| Mar 14 - 18 | 8:30am 5:00pm Setting Sail (Annex 429) | 8:30am 4:30pm Supervisory & Management Competencies Ser 8:30am 11:00am Misc Template Training (138) 1:30pm 2:30pm MS Outlook New F 3:00pm 4:00pm MS Word New Fea | 8:00am 12:00pm Getting Ready for Retirement (Utilities - Maintena 8:00am 12:00pm iExpense pcard tr 8:30am 12:00pm Who Put a Lizard 1:30pm 2:30pm MS Excel New Feat 3:00pm 4:00pm MS Word New Fea | 8:30am 12:00pm Managing Electronic Records 1.0 (Swisher 8:30am 12:00pm Myers-Briggs Type Indicator (Studio B) 8:30am 12:00pm Tips for Getting the Job You Want (Annex 138) | |
| | 21 | 22 | 23 | 24 | 25 |
| Mar 21 - 25 | 8:30am 12:00pm Muster Drill - New Employee Orientation Class 2 (Extension) | | 8:30am 12:00pm Leading with Persuasion (Studio B) | 8:30am 12:00pm Problem Solving / Decision Making (Swisher 211) | |
| | 28 | 29 | 30 | 31 | Apr 1 |
| Mar 28 - Apr 1 | 8:30am 5:00pm Setting Sail (Annex 429) | 8:30am 12:00pm Supervisory & Management Competencies Ser 8:30am 9:30am MS Outlook New Features (138) 10:00am 11:00am MS Word New F 11:30am 12:30pm MS Excel New F | 1:30pm 2:30pm MS Word New Features (138) 3:00pm 4:00pm MS Excel New Features (138) | 8:30am 4:30pm Team Building (Studio B) 8:30am 12:00pm Sharpening Your 8:30am 9:30am MS Word New Fea 10:00am 11:00am MS Excel New F 11:30am 12:30pm MS Outlook Ne | |

Request enrollment for classes in OPUS. Users without OPUS access may register through their training coordinator. Class dates and times are subject to change. Not all classes are open to non-County Consortium members. Contact Training & Development at 464-3796 or email training@pinellascounty.org.

Learning Opportunity

April 2016

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|----------------|--|---|---|---|--------------|
| | Mar 28 | 29 | 30 | 31 | Apr 1 |
| Mar 28 - Apr 1 | | | | | |
| | 4 | 5 | 6 | 7 | 8 |
| Apr 4 - 8 | | 8:30am 4:30pm Supervisory & Management Competencies Series (Studio B) | 8:30am 12:00pm iExpense - Travel Training (Annex 138) 8:30am 11:30am Career Development Forum - 2 of 5 (St 1:00pm 3:00pm Budget 101 (Studio B) | 8:30am 11:00am Annual Physical Inventory (Annex 138) | |
| | 11 | 12 | 13 | 14 | 15 |
| Apr 11 - 15 | 8:30am 5:00pm Setting Sail (Annex 429) | 8:30am 12:00pm Five Dysfunctions of a Team (Studio B) | 8:30am 12:00pm When Change Happens, Adjust Your Sail (Sheriff's Office) | | |
| | 18 | 19 | 20 | 21 | 22 |
| Apr 18 - 22 | 8:30am 12:00pm Muster Drill - New Employee Orientation Class 2 (Extension) 1:00pm 5:00pm Freestyle Cruising (Magnolia Room) - Training, Human Resources | 8:30am 12:00pm Dept AP Invoice Processing (Annex 138) 8:30am 12:00pm Goal Setting, Planning & Organizing (Studio B) 8:30am 12:00pm Performance Management (Magnolia Room) | 8:00am 12:30pm iExpense - PCard Training (Annex 138) | 8:30am 12:30pm Records Management 1.0 (Swisher 111) 8:30am 12:00pm A Leader's Guide To Delegating (Studio B) | |
| | 25 | 26 | 27 | 28 | 29 |
| Apr 25 - 29 | 8:30am 5:00pm Setting Sail (Annex 429) | 8:30am 11:00am Misc Template Training (Annex 138) | | | |

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Learning Opportunity

May 2016

Pinellas County
Human Resources
Helping U Succeed
www.pinellascounty.org/hr/training

Quarterly Training Calendar

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|----------------|--|--|---|---|-----------|
| May 2 - 6 | May 2 | 3 | 4 | 5 | 6 |
| | | | 8:30am 12:00pm iExpense - Travel Training (Annex 138) 9:00am 11:00am Budget 101 (Studio B) | | |
| May 9 - 13 | 9 | 10 | 11 | 12 | 13 |
| | 8:30am 5:00pm Setting Sail (Annex 429) | 10:00am 11:30am Records Management: Why It Matters (Magnolia Room) | 8:30am 12:00pm Dept Fixed Assets (Annex 138) 1:00pm 4:30pm Emotional Intelligence (Studio B) | 8:30am 4:30pm Five Questions Every Leader Must Ask (Studio B) | |
| May 16 - 20 | 16 | 17 | 18 | 19 | 20 |
| | 8:30am 12:00pm Muster Drill - New Employee Orientation Class 2 (Extension) | 8:30am 4:30pm Supervisory & Management Competencies Series - Summer Series (Studio B) | 8:00am 12:30pm iExpense - PCard Training (Annex 138) | 8:30am 11:00am Records Management 2.0 (Swisher 211) 9:00am 4:00pm Project Management (Pinellas Park) | |
| May 23 - 27 | 23 | 24 | 25 | 26 | 27 |
| | 8:30am 5:00pm Setting Sail (Annex 429) | 8:30am 4:30pm Supervisory & Management Competencies Series - Summer Series (Studio B) 8:30am 11:00am Misc Template Training (Annex 138) | | 8:30am 12:00pm Time Management (Studio B) | |
| May 30 - Jun 3 | 30 | 31 | Jun 1 | 2 | 3 |
| | | | | | |

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