Employees’ Advisory Council – Representative Meeting Minutes
County Office Annex, Room 429, Clearwater, FL
Wednesday, October 16, 2019, 2:30 p.m. – 4:45 p.m.

Prepared by Leena Delli Paoli

Call to Order
The EAC Representative meeting was called to order at 2:30 p.m. by Chair Lisa Arispe.

Approval of Minutes
- The August 21, 2019 Representative meeting minutes were approved with a motion by Christian Steiermann, seconded by Richard Carvale. Approved by all. Motion carried.
- The September 18, 2019 Representative meeting minutes were approved, after the addition of proxy name, with a motion by Leena Delli Paoli, seconded by Donna Beim. Approved by all. Motion carried.
- The September 26, 2019 Delegates meeting minutes were approved with a motion by Marion Nuraj, seconded by Bill Gorman. Approved by all. Motion carried.

Comments from Holly Schoenherr, Director of Human Resources
- Job Postings on Taleo – In the August meeting items were brought up about the job application process and time frame. Holly invited Meagan Decker to discuss those issues.
  - Close Dates – Close dates were moved from Sundays to Fridays because people wait until the last minute to apply for a position that they are interested in, and when they experience technical difficulties there is no one available to answer their calls. Although there are still some individuals who wait until Friday evening to apply the number of individuals who call because they were unable to apply has decreased significantly.
  - Resume – Once an employee uploads a resume to their profile, it will attach to every position that the employee applies for. The only way to remove a resume is to update it with a new version.
- Biometric Screening – Letters went out to all employees letting them know the status of their biometric screening and Rally Health Survey. Make sure that you check the letter for accuracy. Biometric screenings and Rally Health Survey must be completed by December 31, 2019 to save $500.00 on your health care premiums.

Amber Bradley and Victoria Thiel, Tax Collector's Office
Amber and Victoria gave a presentation on a proposal that they participated in creating for the Tax Collector as part of their Customer Service Team. The Customer Service Team was tasked with creating a proposal for how to boost morale when it comes to Pay and Recognition.
- The team proposed that employees be given 3 additional county holidays: Good Friday, Columbus Day and Christmas Eve (on the years when Christmas falls on Wednesday).
- The team noticed that a significant number of employees request these days off, and when they surveyed employees the main reason was that this is when schools and childcare are closed. The team felt that when there is a large number of employees out of the office it creates longer than normal wait times for citizens, even though the customer counts are down because people think we are closed. When a large number of staff is off it also adds additional work for those employees who are not off.
• The team felt that if these days were observed as county holidays it would be better for the organization, as customers seem to be more upset about longer than normal wait times than they are about the county being closed on a holiday where banks and post offices are already closed.
• The team is still in the beginning stages of the process, and there is still work to be done with regard to the impact on other Appointing Authorities, but they are optimistic.

**Personnel Board 10/03/19 Comments**
- Employee Termination Appeal – A termination appeal was heard. The employee had legal representation; however, the termination was upheld.

**Old Business**
- EAC Elections – Carol Strickland gave an update on the elections. The period to submit a nomination ended on October 14, 2019. For those sections that have multiple candidates, ballots will be sent out via email on December 2nd and are due on December 13th.
- Bylaws – Clarification is needed from Carole Sanzeri, County Attorney, regarding the use of a Proxy in the event that a Representative cannot attend a meeting. Finalization of the bylaws is tabled pending clarification.
- SOPs – SOPs will now be referred to as the EAC Welcome Packet with the idea that it will be given to new Representatives to help the transition from one rep to another run more smoothly. Representatives will send ideas to Bill Gorman for inclusion in the welcome packet. Ideas will be compiled and we will work on them from there.
- EAC Initiatives – Due to time we will discuss the list of items that were submitted at the next regularly scheduled meeting.

**New Business**
- HR Director’s Review – Will have a special meeting to discuss the HR Director’s Review. Lisa Arispe will send out a clean copy of the review from last year for all Reps to look at prior to the meeting. Meeting will be held November 8, 2019 at 2:30 pm. 400 S Ft Harrison, 5th Floor OHR Conference Room.

**Round Table**
- Emergency Management – Employees requesting clarification on the Emergency Management Rules. Specifically what is the rule when leave was scheduled and an emergency happens? Is an employee required to cancel their scheduled leave to report to their post? What if the employee is not in the state? What if they live in another county and the roads are closed?
- Domestic Violence Awareness Month – The Clerk’s office participates in Domestic Violence Awareness Month each October, including wearing purple on Turn Pinellas Purple Day and the National Wear Purple Day (Purple Thursday). A suggestion was made that other Appointing Authorities participate by also wearing purple on Thursday October 24th. Citizens will take notice and they will ask questions; asking questions leads to conversations; conversations lead to awareness; awareness leads to prevention.
- Survey Monkey – Voluntary Benefits survey is still available. Henry Gomez asked that everyone try to get as many employees to take the survey as possible. Leena Delli Paoli asked that in the future we try to make sure that the survey is exactly how we want it before we send it out to employees, so that what we send out is the final product, and so that the link we send doesn’t get deleted and cause frustration for employees.

**Adjourned**
Richard Carvale made a motion to adjourn at 4:48 p.m., seconded by Ashley Skubal.
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*EAC Representatives in attendance at this meeting.
Employees’ Advisory Council – Special Representative Meeting Minutes  
County Office Annex, 5th Floor Conference Room, Clearwater, FL  
Friday, November 8, 2019, 2:30 p.m. – 4:30 p.m.

Prepared by Leena Delli Paoli

Call to Order
The EAC Special Representative meeting to discuss the Human Resources Director’s performance review was called to order at 2:30 p.m. by Chair, Lisa Arispe.

New Business – Human Resources Director Performance Review
The Council was provided the performance review guidelines and the Performance Standards prior to the meeting as a method to uniformly provide input on the overall evaluation. Through discussion the Council rated the HR Director on each applicable area as outlined. Overall the Council commented as follows:

Leadership – It was noted that of the 200+ people who filled out comment cards with HR 82% of them gave a positive satisfaction rate; 83% received timely responses; 92% felt HR was helpful; and 90% felt HR was professional. It was also noted that 2019 HR Goals were established and work had been done to accomplish the goals. There was a great deal of talk regarding the Sunshine Investigation and Bullying Policy; most felt that there were other options to handling these situations including the suggestion of a retreat provided to Holly by Pinellas County Clerk of Court, Mr. Ken Burke.

Interpersonal – Noted that some employees are still not receiving all of the information that is being sent out regarding changes and benefits. Also noted that surveys were sent out asking how people wanted to receive information from HR, however it is difficult for those without computer access to take an electronic survey. Holly did site meetings with EAC Members to get to know them and the jobs that they performed, which was nice. Though it is not clear if Holly is in support of a Merit Pay System, she has been working with other Appointing Authorities to get one established. Holly was selected by the other Appointing Authorities to take the lead on the Benefits Committee, however to date no meetings have been scheduled, which is frustrating since many of the EAC Initiatives are to be completed by the Benefits Committee.

Organization – Holly is very good about sending out surveys and collecting data so that she can bring the facts back to the EAC Meetings. Holly also brings a lot of handouts to the meetings that we are able to include in the minutes and share with our departments. Holly sent out surveys to the Personnel Board, Appointing Authorities, and the EAC to assist in establishing the 2019 HR Goals; this is something new that Holly started in 2019. Communication regarding benefits increased and there were more informational meetings scheduled than in the past; also employees and their family members could attend the benefits informational meetings which is new this year.

Benefits and Wellness – Disappointed that there is still no merit pay system, which some members felt was because of opposition from Holly over the past few years. A large variety of training classes are offered. There are also various benefit informational meeting options including online, evening
and offsite classes. Great benefits plan compared to surrounding areas. Slow start to the benefits committee.

**Communication and Outreach** – Response times to inquiries have decreased significantly. Employees are receiving better, more timely, answers. HR reaches out to colleges and job fairs to increase information to the public and also to increase job pools. Holly is working with the other appointing authorities to develop the best merit pay system possible, however we currently do not have a merit pay system.

**HR Business Partners and Employee Relations** – Multiple classes are offered that are directed at working with individuals who are different than you. Courses are offered to develop employees using the Career Paths.

**HR Info Systems and Records Administration** – Tabled to next meeting.

**Training and development** – Tabled to next meeting.

**Workforce Strategy** – Tabled to next meeting.

**Adjourned**
Marion Nuraj motioned to adjourn at 4:40pm seconded by Kevin Connelly.

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How to Become a Great Leader

Purpose is what drives you.
Passion fuels you.
Pride defines you.

What's the secret to becoming a great leader? (Hint: It's not about your title.)

For one thing, you've got to work at it, said Steve Gilliland, a motivational speaker and author who spoke to HR professionals at a Society for Human Resource Management Annual Conference.

Too often, leaders confuse profits with purpose and disregard the principles that drive people.

Leadership is not about what title you have or even how many employees report to you, he said, noting that the greatest leader he ever knew was a secretary who worked for him years ago. She taught him that leadership is about how much influence you have.

"You'll know you've arrived as a leader when people follow you because they want to — and not because they have to," said Gilliland, author of Detour and Enjoy the Ride.

If you want people to follow you because they want to and not because they have to, focus on instilling in them three things: purpose, passion and pride. "Purpose is what drives you. Passion fuels you. Pride defines you," he said.

To gain influence, you must first earn people's trust and respect. Start that process by learning as much as you can. He said he reads three books a month. "If you don't grow yourself, you can't grow them," he said.

You also need to show people that you care. Ask about their children. Find out what their interests are. Something as simple as a kind word can make a difference to those around you.

"You get a chance to influence people every day," he said. So, make sure what you say or do improves the situation. You'll notice a ripple effect. If you're kind to others, they'll be kind to those around them.

If you want people to follow you, help center them. “Remind them why you do what you do,” he said. For example, when speaking to a company that sold hospital equipment, he reminded them that they help save lives. "When the ‘why’ is clear, the ‘how’ is easy," he said.

Finally, appreciate good people because they're hard to find, he said. He asked the audience: When is the last time you thanked your employees? When is the last time you invited them into your office for a compliment — instead of a reprimand?


Employee Voice
2019 Pinellas County Employee Survey

As you receive 2019 Employee Voice Survey results, you will see data trends from the last few years and will be able to see if our employees feel valued by their supervisors and leadership team. We encourage you to take a look at the 2019 survey results and identify focus areas of improvement. Ask yourself, “What have I done to build trust today?” The UPS-wide results will be shared in the November issue of the Pen.
Combatting Workplace Stress

A recent survey of 2,843 professionals by LinkedIn showed that half (49%) felt stressed in their jobs. Here are some more interesting results of the survey:

A. **What are your biggest drivers of stress at work?**
   The #1 answer across gender, age and seniority was workload:
   1. Work-Life Balance/Workload: 70%
   2. Confidence in Job Future: 64%
   3. Sense of Purpose/Direction: 64%
   4. Colleagues/Office Politics: 63%
   5. Access to Tools to Do Your Job: 62%

B. **Are men or women more stressed at work?**
   It’s an even balance. Both have the same drivers of stress (see #1 above) but women reported more stress dealing with colleagues and office politics.
   - Men: 50%
   - Women: 48%

C. **What generation is more stressed at work?**
   Gen Xers are the most stressed and millennials the least stressed.
   - Millennials (born 1981-1996): 46%
   - Gen Xers (born 1965-1980): 54%
   - Baby Boomers (born 1946-1964): 48%

Now that we know who is stressed, how can we combat stress at work?

1. **Say “no” more.** Since the biggest causes of workplace stress are workload and lack of work-life balance, we need to say “no” more often and take on fewer responsibilities. This starts with setting realistic priorities and then sticking to them.

2. **You can only control yourself.** The second-biggest cause of stress at work is fear about your job future. Constant changes and uncertainty about the future are a given in today’s fast-moving environment. Your best move is to invest in yourself by making learning part of your daily routine. This will reduce your stress at work and make you more marketable. Pinellas County offers employees a wide range of courses in the Learning Catalog plus the Learning Paths, tuition reimbursement for courses taken on your time, and ULearnIt online learning.

3. **Build your career with reflection and minor adjustments.** Finding your purpose and direction is a stressor that particularly affects young professionals. The reality is that few people have it all figured out. The key is to reflect on what you like and don’t like about your current job to get to know yourself better. Give yourself time to find your passion and purpose in life.

4. **Not all office politics are bad.** Every organization has some level of office politics which means that you need to get involved to some extent. Focus on positive actions to make smart, strategic moves to advance your career while being true to yourself.

Source – Stress at Work Report: Who is Feeling it the Most and How to Combat It: www.linkedin.com/pulse/stress-work-report-who-feeling-most-how-combat-paul-petrone

Want more great tips? View [Coping with Stress at Work](#) for 18 tips to reduce stress.