

Message from Human Resources



Table of Contents March 3, 2009

- » Spring Tuition Reimbursement Deadline
- » What's the Value of Working at Penn?
- » Your Body: From Head to Toe...
- » Professional and Personal Development
- » Celebrating 10 Years of Excellence
- » Domestic or Sexual Violence Leave Policy
- » 2009 Performance Appraisals
- » Quality of Worklife Workshops
- » Resources to Help You Properly Manage Your Finances

For more news from the Division of Human Resources, check out the Penn@Work newsletter. Visit www.hr.upenn.edu/penn_work for new and archived issues, and to sign up to receive future editions of Penn@Work via email.

Calendar

March 10	Unlocking the Secrets of the Penn Library
March 12–13	Teams: Who, What, When, Why & How
March 15	Spring Tuition Reimbursement Deadline
March 17	Chronic Back and Neck Pain: What Can I Do?
March 18	Career Focus Brown Bag—Preparing for your Performance Appraisal
March 19	Managing Up
March 24	Writing Efficient E-Mail
March 24	Supporting Family Members through Career Transitions
March 25	Brown Bag Matinee—Painless Performance Improvement
March 26	Arthritis: Alternative Approaches to Prevent and Relieve Joint Disease
April 6–17	Open Enrollment
April 16	Models of Excellence Awards Ceremony and Reception
June 1	Deadline for entry of performance appraisals into the Performance Appraisal Database

Spring Tuition Reimbursement Deadline

Are you or your dependents taking advantage of Penn's tuition benefits for the Spring 2009 term? If so, be sure to request payment for the tuition benefit by **March 15, 2009**. It's important to remember that if you don't put in your request by the deadline, you will assume responsibility for any charges or penalties.

Even if you're currently receiving tuition benefits, payments are not automatically made for future terms, so you need to apply online for tuition benefits each term. Use the online tuition management system at www.hr.upenn.edu/Benefits/Tuition to request tuition benefits, review current and past requests for payment, and view pending payments.



What's the Value of Working at Penn?



There's no doubt that many of us are feeling the effects of today's economic crunch. But Penn offers many resources and benefits to help you manage your personal and professional life during these troubling economic times. From free retirement counseling and financial planning resources to comprehensive healthcare, wellness and tuition assistance programs, the University provides faculty and staff with a total compensation package that's more than just a paycheck.

In order to help you better understand the value of working at Penn, personalized Total Compensation Summaries will be mailed in early March to full-time faculty and staff members at their home address. This personalized, confidential statement will summarize the benefits and monetary compensation you received in calendar year 2008, including a breakdown of contributions by you and by Penn.

To further the University's goals of cost containment and sustainability, we're also providing Total Compensation Summaries online this year. This new online feature will serve as a first step in moving away from print statements next year, as we aim to reduce the amount of paper we generate and distribute. Full-time faculty and staff members will be able to view your personalized summaries online starting the week of March 9. Visit the Human Resources website at www.hr.upenn.edu/totalcomp to view your summary, ask questions, or provide feedback.

Your Body: From Head to Toe...

Taking care of your health means being well informed, well prepared, and capable of making good choices when it comes to your body. This series of workshops, led by physicians and health experts from the University of Pennsylvania and the Health System, will address various health issues from head to toe and steps you can take to maintain a healthier lifestyle.



Pre-registration is required for these workshops, which are sponsored by Human Resources. You are welcome to bring a brown bag lunch to the sessions. For more information and to register, visit www.hr.upenn.edu/coursecatalog (select "Health Promotions" from the "Browse by Category" menu) or contact Human Resources at 215-898-5116 or suzsmith@upenn.edu.

Chronic Back and Neck Pain: What Can I Do?

March 17; 12pm–1pm; free

While many cases of acute back and/or neck pain are treatable, chronic back and/or neck pain can be more difficult to manage. Because the causes of chronic pain are often difficult to determine, a treatment plan may require complex therapies, and it may take you longer to find relief. This workshop will teach you about the causes, symptoms, prevention, and treatment of chronic back and neck pain. It is sponsored by Human Resources and will be led by Dr. Nader Hebel, MD, University of Pennsylvania School of Medicine.

Arthritis: Alternative Approaches to Prevent and Relieve Joint Disease

March 26; 12pm–1pm; free

Do you suffer from the pain and stiffness of arthritis? Would you like to learn how to manage your symptoms? This workshop will teach you the facts about arthritis and alternative therapies for it, including pain management, medications, exercises, nutrition, relaxation, stress management, and more! It is sponsored by Human Resources and will be led by Dr. Gwo Chin-Lee, MD, Assistant Professor of Orthopaedic Surgery, Penn Presbyterian Medical Center.

Professional and Personal Development

Improve your skills and get ahead in your career by taking advantage of the many development opportunities provided by Human Resources! You can pre-register for programs by visiting the online course catalog at www.hr.upenn.edu/coursecatalog or by contacting Learning and Education at 215-898-3400.

Unlocking the Secrets of the Penn Library

March 10; 12pm–1:30pm; free

Discover the ways the Library can work for you. Learn how to access over 10,000 electronic journals and reference sources, get personalized research assistance, or simply take out the latest New York Times bestseller. This session includes a 30-minute walking tour of Van Pelt Library. Participants are welcome to attend just the informational session.

Teams: Who, What, When, Why & How

March 12 and 13; 9am–4:30pm; \$75

Teams are more than simply a group of people working together. They can be an enormously effective way to create synergy and produce outstanding results. Or they can be a colossal waste of an individual's time. The difference is in the planning and the planning consists of answering some very basic questions: What is a team? Why use a team? When is it appropriate? Who should belong to the team? How will we accomplish our objective? This program will provide answers to these questions and more.

Career Focus Brown Bag—Preparing for your Performance Appraisal

March 18; 12pm–1pm; free

The key to getting the most out of your performance appraisal is preparation. This workshop will walk you through the preparation process, and introduce some techniques you can use to communicate effectively during the appraisal itself.

Writing Efficient E-Mail

March 24; 9am–12pm; \$75

Ever wonder if you're getting your point across effectively in e-mails? This workshop will help you learn the components of good writing and how to apply them so that you write clear, concise, active and well-organized e-mail. Find out what makes e-mail writing and etiquette different from any other format of business writing. Acquiring micro- and macro-editing skills by revising your own work is an integral part of the class.

Brown Bag Matinee—Painless Performance Improvement

March 25; 12pm–1pm; free

Real change can only occur when the decision to change comes from within. This session will help managers to focus on performance over attitude, intervene rather than confront and gain the skills to recognize and deflect common sidetracks.



Celebrating 10 Years of Excellence

This year marks a milestone for the Models of Excellence program! It's the 10th anniversary of this highly-regarded employee recognition program, which has honored and rewarded more than 500 Penn staff members since it was introduced in 1999.



The Models of Excellence program shows us how Penn staff go above and beyond job expectations every day in their contributions to the University's teaching, research and service missions. Over the past ten years, we've learned of countless examples of innovation, leadership, initiative, cost-effectiveness, and extraordinary service—such as providing important leadership during the establishment of Penn's highly valued Cinema Studies Program, developing new software that transformed the way business education is taught, and designing a new and improved student loan application and approval process, to name a few.

This year's selection committee of campus leaders and former honorees selected three nominations to recognize from a pool of 17. The winning nominations include teams that devised a complex plan for collecting discarded student items and distributing them to local organizations in need, designed an innovative outreach and education program that helps students make healthy decisions regarding sexual behaviors, and created a flexible and economical system for electronically managing the records for Penn's more than 5,000 active human subject protocols. Visit the Human Resources website at www.hr.upenn.edu/Quality/Models for a complete listing of all winners and nominees. Finalists for the Model Supervisor Award will be announced in Almanac in mid-March, and the Model Supervisor will be announced on stage at the awards ceremony.

All faculty and staff are invited to the 2009 Models of Excellence Award Ceremony and Reception, scheduled for April 16 from 4:30 p.m.–6:30 p.m. You won't want to miss this unique opportunity that marks ten years of commemorating staff member contributions to the University. In honor of the program's 10th anniversary, several special activities have been planned. .

If you would like an invitation to the awards ceremony or have questions about the program or event, please contact Human Resources at QOWL@hr.upenn.edu or 215-898-1012.

Domestic or Sexual Violence Leave Policy

Dealing with matters relating to domestic and sexual violence can be devastating and even result in extended absence from work. In order to account for this, the University introduced a new leave policy for issues involving domestic and sexual violence. The Domestic or Sexual Violence Leave Policy (Policy No. 634), effective January 5, 2009, grants time off to any faculty or staff member employed within a 50-mile radius of Penn's

main campus who is either a victim of or assisting a relative who is a victim of domestic or sexual violence. The new policy reflects Penn's commitment to supporting faculty and staff in matters that affect their health and wellbeing.

It also complies with the City of Philadelphia's Sexual and Domestic Violence Ordinance established last month. Learn more about Penn's Domestic or Sexual Violence Leave Policy by contacting the Division of Human Resources at 215-898-6093 or visiting www.hr.upenn.edu/policy.

In addition, Penn's Employee Assistance Program (EAP) provides one-on-one counseling support for these and other personal and professional life challenges. Available for full and part-time faculty and staff, the EAP can be reached 24 hours a day, 7 days a week. For more information, contact Penn Behavioral Health at 888-321-4433 or visit www.pennbehavioralhealth.org.



2009 Performance Appraisals



Open and effective communication is essential when it comes to enhancing performance and achieving goals. The Performance and Staff Development Program (the annual performance appraisal program) provides staff and supervisors with a formal process to open the lines of communication and promote a healthy work environment.

The performance appraisal process provides benefits for both the staff member and the supervisor, such as:

- Providing documented feedback on job expectations, performance, and accomplishments from the past year
- Offering positive reinforcement as well as developmental feedback
- Allowing staff members to participate in goal-setting
- Setting performance expectations and goals for the upcoming year
- Encouraging open communication between staff and supervisors
- Promoting discussion of professional development opportunities
- Ensuring that job performance and accomplishment information is recorded in each staff member's official personnel file

This year, performance appraisals for all eligible regular staff should be completed and entered into the Performance Appraisal Database (PAD) by **June 1, 2009**. You can find information and materials for the 2009 appraisal cycle on the Human Resources website at www.hr.upenn.edu/staffrelations/performance. For assistance and training on the Performance and Staff Development Program, contact Human Resources at 215-898-6093.

Quality of Worklife Workshops

Dealing with the demands of work and your personal life can be challenging. These free workshops, sponsored by Human Resources and led by experts from Penn's Employee Assistance Program and Quality of Worklife Department, offer information and support for your personal and professional life challenges. Pre-registration is required. You are welcome to bring a brown bag lunch to the session. For more information or to register, visit www.hr.upenn.edu/coursecatalog or contact Human Resources at 215-573-2471 or kenne@upenn.edu.

Managing Up

March 19; 11:30am–1pm; free

Having a positive and productive work relationship with your supervisor is vital. This seminar will teach you how to manage yourself in such a way that promotes camaraderie between you and your supervisor. You'll learn how to be assertive and how to communicate with your supervisor so they understand your work style and how to maximize your productivity.

Supporting Family Members through Career Transitions

March 24; 11:30am–1pm; free

When one family member changes jobs or even careers, it can be a stressful time for the entire family. This workshop will teach participants strategies for supporting family members during a career transition, especially in today's challenging economy. You'll learn how to build partnerships while also identifying the risks of the situation, and how to focus on your own wellbeing while remaining supportive of others.



Resources to Help You Properly Manage Your Finances

In these current economic times, managing your finances properly is more important than ever. Penn partners with TIAA-CREF and The Vanguard Group to provide investment opportunities for faculty and staff. Both of these vendors also provide a wealth of information and access to advice about investing in the current economy. You're encouraged to utilize these resources.

If you're contacted by outside sources you're not familiar with, it's best to be wary when it comes to information regarding your finances. The Division of Human Resources Financial Planning Links website is full of trustworthy information and resources to help you with investment offerings, your finances, and more. Visit it today at www.hr.upenn.edu/Benefits/Retirement/FinancialPlanning.aspx.



Don't forget to check out other University resources that include important information from the Division of Human Resources!

Penn@Work: www.hr.upenn.edu/Penn_Work

Almanac: www.upenn.edu/almanac/

EVP Newsletter: www.evp.upenn.edu/news/docs/Newsletter.html

Penn Digest: www.upenn.edu/pennnews/digest/faculty_staff/#section_32