



**Practical Approach**  
**Approval Training Requests**  
**Ignite**

**Training Tuesdays**  
**Administrative Professionals' Day**

## Practical Approach – First Impressions Matter

We have all heard about the importance of first impressions. Right or wrong, people make decisions very quickly about how they will think about us. And it can take a very long time to change a bad first impression.

There are few first impressions more important for you to be concerned about than the one you make as a leader on a new hire's first day. On that day, the employee may make the decision whether they are staying for the long term or if they are going to start looking for a new opportunity at lunch. So how do you guarantee success?

1. Do the work to ensure they are in the systems and have access to the things they will need as soon as they say yes to the job.
2. Call them two or three days before their start date to confirm the time, location, dress code, and what to expect on that day. It's important they know exactly what is going to happen, who they will meet, and so on. Please let them know during this call that you are excited to have them join your team. Discussions like this should never be had via text or email.
3. Make sure the tools and equipment they need for their jobs are ready for them on day one.
4. Make sure others know they are starting so they can be welcomed appropriately when they arrive.

These are easy things and frankly, nothing more than we would expect for ourselves. Work with your supervisor and HR to make the first day memorable for all the right reasons.

– Commissioner Darin Seeley

## Training Tuesdays – Build Your Thoughtfully Fit Core for Resilience and Results

Join us April 18 at 10:00 a.m. CT for a special presentation where Master Certified Coach and motivational speaker Darcy Luoma will discuss change, uncertainty, relationship conflicts, and blindsides at work. This webinar will demonstrate why the highest-performing leaders and teams train to clear these hurdles, so they have the resilience to get results, despite the obstacles.

[Click here for more information or to register.](#)



## The Leadership Ledger

April 2023

## Administrative Professionals' Day

Administrative Professionals' Day is coming up soon! If the hard-working administrative professionals on your team have not yet registered for one of these events, please encourage them to do so! More information is [available here](#).



## Ignite Leadership Development

Ignite Leadership Development is now available to everyone with access to SDLearn. Learn more about this exciting new development opportunity by [clicking here](#).



## Remember to Approve Requests in SDLearn

Many employees are missing trainings they would like to take due to supervisors not approving their training requests.

Reminder: All Training courses with a cost must be approved by the employee's direct supervisor before they will be admitted into a training.

When you receive an email regarding such a request, please go out to SDLearn and approve or deny the request as soon as possible.

Instructions on how to access the approval page and other SDLearn questions [can be found here](#).

# Supervisory Summary

The Supervisory Summary is designed to give you a sneak peek of topics in the upcoming Benefits and Well-Being Bulletin and the Training & Development Digest.

## Benefits

### Get Ready, Open Enrollment Begins May 1

FY24 Open Enrollment will take place from May 1 – May 15, 2023. This year we will be having an active enrollment, which means all employees must participate. If you do not actively enroll in your benefits, they will not carry over to the next year. This means:

- You will be defaulted to the Washington High Deductible Health Plan with employee-only coverage.
- Your currently covered spouse and dependents will not have coverage.
- Your flexible benefits choices will not carry over.
- You will no longer contribute to an HSA or FSA account.

With a month to go, there's still time to brush up on all the options available to you and your family. These include:

- **The FY24 Plans Page** – Your online home for health plan and flexible benefits information. View FAQs, plan comparisons, pharmacy guides, and more.
- **The FY24 Benefits Guide** – Our 36-page guide will walk you through the health plans, well-being program, the EAP, flexible benefits, and more in one easy-to-digest format. Watch your email for the guide's official roll out later this week.
- **ALEX** – Use this AI tool to help select the best plan for you and your family. All information is confidential. (Reminder: ALEX does not enroll you in benefits.)
- **Open Enrollment Presentations** – Virtual and in-person sessions will be held at various times and locations across the state. This is your chance to ask questions before Open Enrollment begins.

Emails will go out to all staff when **ALEX** and the **FY24 Open Enrollment** page go live.

### **Additional Topics:**

- LiveWellSD
- Spend Your HRA Dollars by June 30
- Blue 365 Monthly Feature: Blue Apron, Hungry Harvest, and Other Meal Prep Solutions
- EAP Well-Being Webinar: Deskercise!
- Lunch and Learn: FY24 Open Enrollment
- Wellmark Care Team (Infographic)

## Training & Development

### Featured SDLearn On-Demand Courses

**Adobe Photoshop Introduction** – Learn the basics of Adobe's premier photo editing program in this introductory course. (4 hrs 13 mins)

**Safety Awareness for New Employees** – Learn the most important safety issues for new employees in a range of environments. (31 mins)

**Ergonomics for Your Desk Chair** – Move from sitting to standing and avoid physical complications in the office. (10 mins)

**How to Tell If Your Work and Life are Out of Balance** – Avoid burnout and recognize the signs that your work and life are out of balance. (5 mins)

**Empathy: The Key to Active Listening** – Learn to empathize with those around you by noticing their body language, voice tone, and words. (17 mins)

### **Additional Topics:**

- Ignite Leadership Development
- Training Tuesdays
- Current BHR Training Courses
- Administrative Professionals' Day