

## Practical Approach: Listen, Learn, Lead

It's easy for team leaders to get excited about and begin implementing our ideas, because we want change to happen sooner rather than later. It's also a reality of working in state government that many changes that occur are out of our control. This likely contributed to one of the lower scores in our recent employee engagement survey across state government. Only 38% of employees agreed with the statement "Employees are given adequate opportunity for input regarding significant agency changes."

I have thought about this over the past several weeks. While I've yet to find a silver bullet, I do have some ideas I want to share. As part of your follow-up to the engagement survey, ask your employees when they have had an opportunity to provide input. The answers will provide helpful insight into the expectations of your teams. Follow up with very specific questions about recent changes that impacted your team:

- Ask about what was communicated and in what format it was delivered.
- Ask about their understanding of the need for the change.
- Ask about specific parts of the change and what was and was not done well.

It is important to ask these questions routinely in team meetings and CPC check-ins, so you can learn what should be reviewed and discussed in the processes and procedures we follow. If they don't have ideas the first time, say "Next time you are doing something new that is frustrating or seems ineffective – write it down and let's talk about it." I think you will be surprised how often you hear the same things from different people.

When change happens outside of your control, and it will, communicate more than once and in more than one way. Explain the catalyst for the change, how the process happened, and what ramifications are expected. Ask the team for information and ideas each time you communicate: what am I missing, what else might be impacted, will this effect someone else we should know about, and so on. When you get responses, acknowledge the individuals who provide feedback and add their input to your next communication about the topic. Every time you do, you are likely to invite contributions from others on your team.

The good news is you will have a lot of opportunity to practice and refine your skills in this critical area. Unless, of course, nothing ever changes again – but that doesn't seem likely.

–Commissioner Darin Seeley

## Organizational Development Tip of the Month: Extend Grace to Yourself and Others

You and those around you are not robots or machines. You are perfectly imperfect human beings who are all capable of making mistakes. The key is not to let those mistakes define you, but to learn from them and move forward.

Author, keynote speaker, and certified coach Dr. Margie Warrell's article in Forbes provides further details on the topic.

**Click here to read or listen to the article now.**

## Free Mentor Training in Pierre with TeamMates

TeamMates Mentoring is offering New Mentoring Training at 6:00 p.m. on June 14 in Pierre. This is a large group training for both those who have previously signed up and completed background checks and those thinking of becoming a mentor but want a little more information.

The training session will take approximately 60–90 minutes and will cover the overall program mission, points of contact, the do's and don'ts of how to handle different situations, and examples of activities current mentors and mentees are doing this year in the school-based program.

The training session will take place at the Head Start building in Pierre, located at 2307 East Capitol Ave. Please email [pierreteamates@outlook.com](mailto:pierreteamates@outlook.com) if you are interested in attending.

As a reminder, TeamMates currently offers mentoring opportunities in the Belle Fourche, Custer-Hermosa, Lead-Deadwood, Pierre, Rapid City, Sioux Falls, and Spearfish school districts. **Learn more or volunteer to become a mentor at [TeamMates.org](http://TeamMates.org).**

**TEAMMATES**  
MENTORING

## 2022 BHR Leadership Conference

Mark it on your calendars! The 2022 BHR Leadership Conference is officially booked for Wednesday, September 7, 2022. As in years past, the conference will take place at the Ramkota Conference Center in Pierre, South Dakota. Session topics for this year include Creating a Culture of Purpose, How to Increase Intra-agency Communication, and Motivation, among others. Registration will go live soon so mark the date on your calendars now.

We hope to see you there!



# Supervisory Summary

The Supervisory Summary is designed to give you a monthly 'heads up' at some of the more weighty topics in the upcoming Benefits and Well-Being Bulletin and Training & Development Digest.

## Benefits

### Spend Your HRA Dollars by June 30

If you have a balance remaining in your Health Reimbursement or Combo Health Reimbursement Account, you must spend it by June 30, 2022. If you do not use the funds by that date, they will be forfeited. You can submit claims through August 31, 2022, as long as the claims or expenses were incurred through the June 30, 2022, deadline.

If you have funds in one of these accounts, you should have received a letter from the Benefits Program last month. These letters also provided details on how to create a WEX account to check your balance if you have not already done so.

Details on what the money can be spent on and the applicable forms **can be found here**.

### Medical FSA and Dependent Care FSA Spending Deadline

Please be advised that if you have a Medical Flexible Spending Account or a Dependent Care Flexible Spending Account, you have until September 14, 2022, to spend the funds or incur claims. You will then have until October 28, 2022, to submit those claims. After that, the remaining balance of those funds will be forfeited.

Additional information about these accounts **can be found here**.

### **Additional Topics:**

- Check Your First FY23 Paycheck
- Free Medicare Webinar
- Mental Health Resources
- June Lunch and Learn
- Well-Being Webinar Series
- Men's Health Month (Infographic)

## Training & Development

### Training Tuesdays

#### **June's Topic – HOW CAN I? The Customer Service Mindset with Joe Fingerhut**

In 2022, great customer service is more needed, yet more underappreciated, than ever! We can all use a reminder of how crucial CONNECTION is not only in the service of clients but in the pursuit of team success. Joe Fingerhut details how a desire for connection led to one simple mindset shift that propelled him from 'Average Joe' to exploring 30 countries on six continents and succeeding at dream jobs as an entertainer and speaker. This interactive and engaging virtual presentation utilizes vivid stories and relevant lessons in communication and connection in this ever-evolving digital world.

#### **Learning outcomes:**

- The shift in mindset from "I Can't" to "How Can I?" -
- UN-cover and RE-discover key habits, practices, and tips for improved communication with clients, both on- and off-line.
- The KEY to Connection uncovered as a wedding DJ

**Date:** Tuesday, June 21

**Time:** 10:00 – 11:30 a.m. CT

**Cost:** \$30

**Click here to register**

### **Additional Topics:**

- New Microsoft Classes
- 2022 BHR Leadership Conference
- Continuous Improvement Agencies Committee Summer Social
- Five Secrets of Quality Customer Service (Infographic)