

Practical Approach: What Kind of Jerk are You?

I recently finished listening to the book *Jerks at Work* by Tessa West. While I could certainly think of examples of people who fit the profiles West described, I often thought about which jerk type I am. No matter how nice we are, we all have the capacity to be a jerk.

West talks about five types of jerks: kiss-up/kick-downer, credit stealer, bulldozer, micromanager, and gas-lighter. I have come to realize I can be a bulldozer. Sometimes I interrupt people or take over meetings and discussions. I have been known to talk too much – holding the floor longer than other people. I have worked on these behaviors over the years, but know I still have work to do.

So, why am I telling you all of this?

It's easy to see the flaws and behaviors in others. It's easy to complain about them to others and sometimes even their boss. The former is totally ineffective, and the latter provides no guarantee of results. Get the book to find out how to address jerks at work successfully.

What we generally don't do is spend time assessing our own "jerk" behaviors. It isn't easy, but I challenge you to spend some time on this. You might pick up *Jerks at Work* or another book that helps to define workplace behaviors to get you started. You can ask your boss, peers, and team members, or perhaps others who know you well and are comfortable giving you real feedback – spouses, siblings, or very close friends.

Our behavior as leaders has impacts far beyond our own life and success. Learning how to manage our inner jerk will pay dividends in the future.

–Commissioner Darin Seeley

New Supervisor Class: Help Them Grow

Help Them Grow is a new supervisor class based on the books *Help Them Grow* and *Promotions Are So Yesterday*. This course offers a simple framework of seven alternative dimensions of development (contribution, competence, confidence, connection, challenge, contentment, and choice) that will engage your employees and offer dynamic opportunities for growth that are completely within your control as a manager.

Study after study, including our 2022 Statewide Engagement Survey, confirms that career development is the single most powerful tool managers have for driving retention, engagement, productivity, and results. We are offering this new elective course to managers in hopes of giving them a new and strategic approach to developing employees and their careers.

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



Complete Your CPC Check-ins and Year-End Appraisal

We have been conducting check-ins for over a year now. To celebrate, here is a reminder on how to properly conduct check-ins with your team.

The check-in process does not automatically send a notification to employees letting them know a check-in has been submitted and needs acknowledgment.

It is your responsibility as supervisor to make sure each employee goes out and acknowledges the check-in. This step is vital in validating the check-in and guaranteeing that the employee has seen what is being submitted. If they do not acknowledge, they can go back and say they were not informed as to the contents of the check in.

[Click here to view all available CPC documents.](#)



Organizational Development Tip of the Month: 15 Strategies for Setting Employee Expectations

A major source of disengagement for employees is not having a clear sense of direction regarding job tasks or job expectations. A 2021 article from [FastCompany.com](#) reveals how, without clear direction, employees may feel like they are just "spinning their wheels," and may continue to spin until they burn-out.

By clarifying job tasks, providing the resources needed to do the job tasks well, and providing transparency as to what good work looks like organizations can avoid this potential source of disengagement.

Things like allowing for feedback and dialogue, putting expectations in writing, and scheduling regular one-on-ones (among other things), can help keep your employees engaged.

[Click here to read the full article.](#)

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

Subrogation and Reimbursement Obligations

The South Dakota state employee health plan has a reimbursement provision. This gives the plan the right to recover any amount of money you receive from a third party related to an injury or illness. If you receive any payment when an injury or illness is the result of a third party, you've agreed to reimburse the plan for paid healthcare expenses related to that injury or illness.

The health plan also has a subrogation provision that gives the plan the right to recover any amounts paid on a member's behalf from any third party that is liable for those amounts. This right is referred to as subrogation. This provision is also important for members because you may be eligible to be reimbursed for some or all your out-of-pocket expenses related to an incident.

These subrogation and reimbursement rights help the State reduce the plan's expenses, allowing us to keep the plan's cost as low as possible for participants. The plan's subrogation interest in no way affects the benefits you are entitled to under the plan.

The State of South Dakota employee health plan has contracted with Claims Associates to handle the administration of these subrogation and reimbursement claims on our behalf. If medical services provided to you or your dependents are identified as possibly being related to some type of accident in which someone else is responsible for the injuries and expenses, they may contact you to obtain additional information regarding the matter. We appreciate your cooperation in obtaining the information they need. Additional information regarding the plan's subrogation and reimbursement rights can be found in our Summary Plan Description documents **located here**.

Additional Topics:

- Changes Coming to Biometric Screenings
- Check Your HSA Contribution Amount
- Livongo Diabetes Prevention and Management
- EAP Webinar: Loneliness and Social Isolation
- Lunch and Learn: South Dakota Retirement System
- Finding a Healthcare Provider (Infographic)

Training & Development

Upcoming Topics

Until all BHR training courses are available through SDLearn, new courses will continue to be listed on the BHR website. Here are a few online highlights for the upcoming weeks:

- [Microsoft Excel Level 200](#) – Nov 17, 2022, from 10:00 – 11:00 a.m. CT
- [The Lost Art of Phone & Email Etiquette](#) – Nov 17, 2022, from 1:00 – 4:00 p.m. CT
- [Microsoft SharePoint Level 100](#) – Nov 29, 2022, from 10:00 – 11:00 a.m. CT
- [Time Management: Focusing in an Unfocused World](#) – Nov 30, 2022, from 9:00 a.m. – Noon, CT
- [Microsoft SharePoint Level 200](#) – Dec 1, 2022, from 10:00 – 11:00 a.m. CT
- [Customer Service Essentials](#) – Dec 1, 2022, from 1:00 – 4:00 p.m. CT

Visit the Master Calendar for additional training opportunities.

Additional Topics:

- SDLearn Highlights
- Have You Logged into SDLearn Yet?
- CPC Appraisal Reminder