

A Message from the Director

DCHR Team:

It's only a few weeks away! DCHR is preparing for its second annual summit in September, and I am excited for what's in store. Our summit planning committee has been working diligently on making this event beneficial and resourceful. We will soon be launching our 2012 Summit Registration site to prepare for this exciting event. If interested in participating in the summit planning process, please contact [Alex McCray](#).



In other news, our recent goal to train all District employees in Ethics is reaching a critical time. As September nears, it is imperative that we make a collaborative effort to increase enrollment among District employees. We have a couple strategies to move this critical work forward – starting with simplifying the online Ethics Standards webinar. HR Advisors, please encourage your agency's employees to take the online Ethics Standards Webinar. It has now become even easier to take and get credit for completing the training. Check out the instructions in the Administration News section below. Contact [Kelley Knowles](#), DCHR Program Analyst, if you would like to arrange an instructor-led ethics training session for your agency. Together, we can achieve Mayor Gray's initiative!

We've made great strides as an agency, and continue to improve through focusing on our goals and focus. As always, if you have any questions or concerns, please feel free to contact me.

Shawn Y. Stokes
Director

Administration News

Ethics Training Just Got Easier!

Thanks to the work of DCHR and OCTO, taking the required Ethics Standards webinar and getting credit for it just got easier!

OCTO has simplified the process and removed the manager-approval feature for the online Ethics Standards Training webinar. All employees can now access the Ethics Standards Training webinar and receive credit for completing the course by logging into Employee Self Service and following the instructions below. This includes employees with pending training requests for the course and employees who have not received credit for the course.

OCTO will soon distribute these instructions via e-mail to all employees.

To access the DC Ethics Training webinar:

1. Log into **Employee Self Service** (<https://ess.dc.gov/>)
2. Click **Self Service**
3. Click **Personal Information**
4. Click **DC Ethics Training**
5. Click **DC Ethics Training link** on the bottom of the page

The Ethics Training webinar will open up in a new window and you should disable any pop-up blockers to properly view the webinar.

Why is Feedback an 8 Letter Word?

Written by Cathy Missildine-Martin on intellectualcapitalconsulting.blogspot.com

Since when is feedback such a chore? Why is feedback so hard to do?

Employees need to understand how they are doing and what they need to do to move up their career ladder. If feedback isn't received then how do employees develop?

Yet, feedback (communication) is usually the number one cited problem between managers and employees and leadership and managers.

I think back to when I had a manager in corporate America. I really did look forward to having that conversation about how I was doing and what I would be doing next. Believe it or not, I did get feedback that was hard to hear. Yes, I was told as an HR professional that I was NOT a great listener.

Imagine that...Ms. Type A personality, not a good listener. But...realizing that weakness I began to try harder. I really began to try to shut my mouth and not formulate responses when other people were talking. (How am I doing now?)

Anyway, I think about many managers I know today that will go to any length to NOT have that conversation because they are conflict avoiders. I believe by not giving feedback to your employees you are risking a lot more than just your perceived relationship with that employee. It's just like kids, for those of us that have them...you are not trying to be their friend you are trying to be their parent (boss).

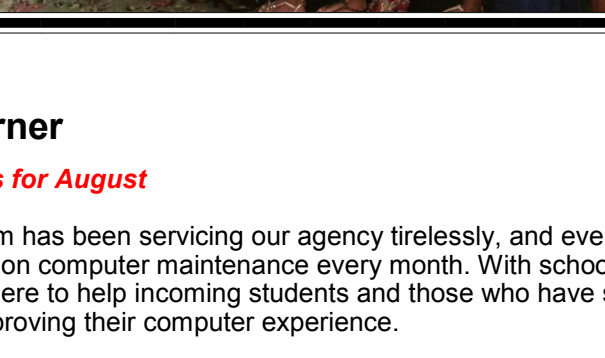
Here's a short list of why it is important to have the "tough" conversations:

- 1) By not explaining where employees need to improve hurts the employee. Whether they stay with your organization or move on to another one, the issue still is not solved, thus leaving that employee not as effective as they can be.
- 2) The company suffers in productivity by not developing the individuals to their full potential. I believe that most individual want to perform well and in order to do so they need the basics; job expectations, job feedback and performance discussions.
- 3) Morale suffers period. By keeping individuals that aren't performing, the high performers get...well just pissed off. This decreased morale will then lead to turnover and turnover leads to more costs.
- 4) Customer relations can suffer as well. By not having conversations with employees that interact with customers can be very detrimental. Sometimes, we don't get a second chance with customers...they just leave and never come back.

Do you have feedback? DCHR welcomes your feedback at dchr_email@dc.gov.

Fight the Flu!

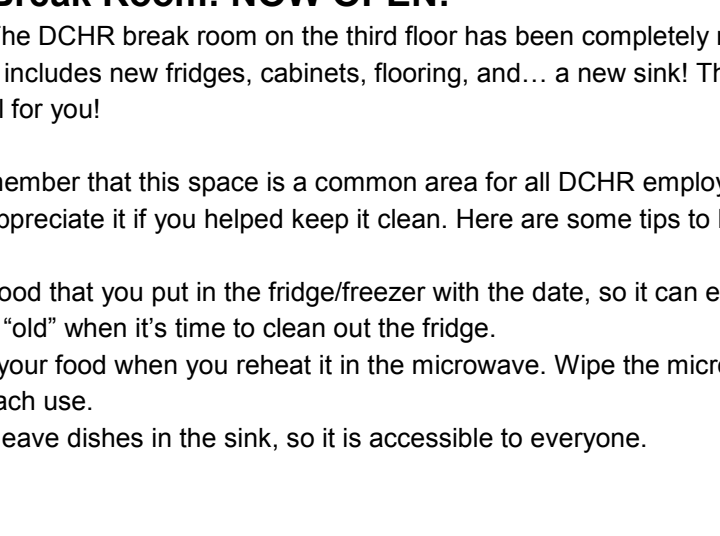
The District Government will be holding flu shot drives for the employees of D.C. over the course of three months, starting in September. Dates and locations for the Flu Shot Drive are posted online. [Click here](#) to register online.



District Leaders Receive Warm Send-off

After 10 weeks of hard work and an enjoyable experience, the interns of the District Leadership Program came to a close last month, punctuated with a celebration coordinated by DCHR's Willair St. VII, Cheryl Robertson, and Peter Hillman. Inspector Michael Eldridge, Director of Disciplinary Review Branch from the Metropolitan Police Department, Linda Wharton-Boyd from the Department of Health, and DCHR Deputy Director Kimberly D. Williams were keynote speakers for the event.

Awards were given recognizing the leadership, oratory skills, and development throughout the program's duration. Once again, congratulations to all the DLP Interns!



The IT Corner

Helpful IT Tips for August

DCHR's IT team has been servicing our agency tirelessly, and every month they will be offering advice on computer maintenance every month. With school being back in session, the IT is here to help incoming students and those who have students in their life with tips on improving their computer experience.

1. Flash drives: you can ever have too many. Sure, a 1GB flash drive isn't a lot, but in terms of holding documents, it's plenty. And if you keep several in your bag, you can afford to lend one (or two) out.
2. Want Internet Explorer to open two or more tabs when you start it up? Go to Tools > Internet Options, then type as many addresses as you want (on individual lines) in the "Home page" field.
3. If you're constantly accessing a particular folder, you can add it to your taskbar for quick access. Right-click the taskbar and scroll to Toolbars, then select New Toolbar. It will open an Explorer window, so browse to your folder and select it. It's also handy to add My Computer as a toolbar.

DCHR Break Room: NOW OPEN!

It's done. The DCHR break room on the third floor has been completely renovated. The space now includes new fridges, cabinets, flooring, and... a new sink! That's right — all new and all for you!

Please remember that this space is a common area for all DCHR employees. And, we would all appreciate it if you helped keep it clean. Here are some tips to keep in mind:

1. Label food that you put in the fridge/freezer with the date, so it can easily be identified as "old" when it's time to clean out the fridge.
2. Cover your food when you reheat it in the microwave. Wipe the microwave clean after each use.
3. Never leave dishes in the sink, so it is accessible to everyone.

DCHR Spotlight

Making a career change can be intimidating for many, but if you check with Mike Rumberg, chances are he has already been employed in your field. He has sold furniture and snow skis, worked as a waiter and a banquet manager, served as first mate on a corporate yacht, started a construction business, has been a treasurer for a presidential campaign, served on the student/faculty committee of the largest college in Virginia, worked in a funeral home, completed compensation analysis for Fairfax County, and now for the District of Columbia. Whew!

Mike attended Northern Virginia Community College where he became involved in student government serving as a treasurer, vice-president, and president of the committee. As a member, he helped the association raise \$20,000, which was used to purchase A/V equipment and benches for the Annandale campus, as well as create a student scholarship – something that had never been done by students at NOVA before. After two years, Mike transferred to George Mason University where he majored in Government and International Politics. However, in 1993, with one remaining class to finish his bachelor's degree, Mike left GMU (a parent's nightmare) to start a construction business. Eventually, in 2004, he returned to school to complete his missing class and graduated.

Mike encountered his "life-long endeavor" at a D.C. United soccer game in August 2005. Marisela never thought she would meet her future husband during her visit to the U.S. from Mexico. As they grew close, the two maintained a long-distance relationship from Northern Virginia to Toluca, Mexico. However, three years later, the couple took their relationship to a new level. On July 3, 2008, they were finally pronounced Mr. and Mrs. Rumberg. They now have two adorable sons, Nicholas and Louis.

Currently, Mike volunteers hundreds of hours per year with the Fairfax Lions Club, where he has been a member since 1998, and is now serving as President. His favorite lion activity consists of delivering food baskets as he is able to interact with the recipients personally and witness the joy on their faces.

Mike joined D.C. Government in 2008 with previous experience as a Compensation Specialist/Workforce Planning Analyst with the Fairfax County Government. He is a Certified Compensation Professional and currently serves on the Board of Directors of the Local Government Personnel Association.

NEW! Meet...

Want to get to know Mike Rumberg better? See his responses to the questions in our new *Meet...* section.

Mike Rumberg, CCP, HR Specialist, DCHR

Where are you from?
Mars or Pluto, I forget. No wait, I was born at Fort Belvoir, Va., and grew up in Annandale. I am kind of a "native Washingtonian."

Where did you go to school?:
Thomas Jefferson High School in Fairfax and George Mason University.

What is your favorite book or the last book you read?
My Dad's recently published third novel, "Retirement Policy," by Morton Rumberg

What is your favorite website?
flyertalk.com teaches you how to become a super smart traveler and get free upgrades to first class!

What brought you to D.C. Government?
The opportunity to work on the Class/Comp Reform Project and fundamentally change the way a large organization does HR.

What is your favorite vacation spot?
Lake Como, Italy; Ixtapan de la Sal, Mexico.

What is your favorite music/artist/song?
"Red Barchetta" by Rush; "Sho Ya Right" by Chuck Brown.

What is your favorite charity?
I volunteer hundreds of hours per year with Lions Clubs International – the best, most effective, and largest community service organization in the world (1.4 million members in 200+ countries).

What is your favorite part of D.C.?
The Waterfront and the Jefferson Memorial.

What are your goals for your career?
Besides making peace in the Middle East and ending world hunger? Work for an international aid organization that helps people by responding to crises/disasters.

Do you want to be featured in the next *Meet...* section? Answer the questions above and send them to Alex McCray.

August 2012

The Star provides employees with DCHR news and information via e-mail. If you would like to submit a story or information, please send your content to your team's newsletter point of contact or to [Richan Gaskins](#).

HR Advisors' Corner

The following information is for HR Advisors. If you have any questions, please contact HR Specialists, [Nicole Cook](#) or [Troy Higginbotham](#).

Emergency Relief Preparedness

Make sure your agency is prepared in the event of an emergency. Here's what you can do:

- Update new employees on your agency's emergency preparedness plan including fire drill information
- Identify and/or update your agency's continuity of operations plan
- Ensure your agency's employees have updated their emergency contact information

SAVE THE DATE!

The DCHR Summit will be held September 20-21, 2012. Mark your calendars now!

GLBT Training

This training is mandatory for all MSS employees and must be completed by September 30, 2012. To complete the online training, visit ess.dc.gov > Self-Service > Learning and Development > Request Training Enrollment > Search by Course Name > GLBT Cultural Competency.

GLBT training is also available in-house or at: 441 4th St. NW. Please contact Tashima Pedroso at: tashima.pedroso@dc.gov or at: (202) 442.9605 for coordination and scheduling.

MSS Mandatory Training

MSS employees are required to complete five (5) courses in the Essential Management Skills Certificate Program by September 30, 2013.

It is recommended that MSS employees complete a minimum of two (2) courses this year and a minimum of three (3) courses next year.

Courses include:

- Communication: Management Skills Intro
- Transitioning into Management 101
- Managing in Perspective and Performance
- Resolving Conflict
- Building High-performing Teams

If you have questions, please contact wda@dc.gov.

Happy Birthday!

August Birthdays

Laverne Harvey

Karla Kirby

James Tinsley

Andre White

Shawn Winslow

Mildred Anderson

Richan Gaskins

Stephanie Parker

Welcome!

Leah Brown
Policy
Welcome back!

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