

Human Resources Update



Upcoming Workshops

March 6, 2008

Audio Conference - Help supervisors spot employment law red flags.

March 18, 2008

People and Solutions – Customer Service Workshop

March 25 & March 26, 2008

Preventive Worksite Screenings

Volvo will conduct training for Motor Graders and Front-End Loaders date TBA

Please notify Tammy of the training needs you may have in your office

Who's your customer?

You may think that only the employees who deal directly with customers either in person or over the phone are involved with customer service, but that's not the case. *Everyone* is a customer if you think about it. No department is an island. Departments have to work together to get the job done or to get the product out on time. You depend on others to provide a service, materials or information to you so you can do your job. In the same way, others depend on you to provide things *they* need to do *their* jobs. Being responsive to the needs of your coworkers promotes teamwork and helps the County run smoothly. Just think about it: Have you ever stopped shopping at a

Don't let stress get you down

We're all familiar with stress, but do you know why it happens? Stress is defined as the harmful physical or mental response to the pressures of an event or factor of living. When stress occurs, your body releases hormones that make you breathe faster, make your heart beat faster, and increase your blood pressure. In the short term, these provide the necessary energy to help you tackle the stressful situation at the moment. But if stress continues for a long period of time, it can leave you feeling worn down, depressed, and anxious. Your body's immune system may weaken, leaving you more susceptible to illness. The early warning signs of stress include:

- Headache or other pain,
- Breathing trouble,
- Sleep disturbance such as insomnia,
- Fatigue,
- Short temper,
- Difficulty concentrating,
- Digestive problems,
- High blood pressure, and
- Low morale.

Stress on the job can occur when you don't have the materials, resources, training, or time you need to do your job. Job stress can lead to injury as well as illness. So what can you do? When you're at work and encountering stress, take a few deep breaths. Concentrate on your breath and take a mental break from the things that are troubling you for a moment. If you can, get up and walk away for a few minutes. Get something healthy from a vending machine to refresh your physical and mental outlook. Talk to your supervisor about the stress you are under and see if any kind of solution can be found in either the short or long term.

Other helpful techniques to relieve stress are exercise, meditation, yoga, and good nutrition. If you feel overwhelmed by stress, seek help. Take advantage of the Dorchester County Employee Assistance Program. Contact Human Resources for more information.

particular store or stopped going to a certain restaurant solely because of the poor customer service you received? If you have, then you understand the significant impact that customer service can have on your perception of an organization. Whether the customer is internal or external, customer service alone can make or break an individual's perception of you and your department. We invite you

to join us on March 18th for a very motivating workshop on Customer Service presented by Gene Bishop of People and Solutions, inc. We will offer two sessions; however to reduce the cost of the training, both sessions will be held in the St. George Council Chambers. Please choose whichever time is best for you and your employees to attend. The cost is \$55.00 per attendant. Contact Tammy to register for this workshop.