



# Human Resources Update



## Upcoming Workshops and Events

February 6, 2009 – Everyone can support the fight against heart disease in women by wearing red on **National Wear Red Day**, Friday, Feb. 6, 2009. We also encourage employees to **Wear Red Every Friday in February** that's a simple and powerful way to raise awareness of heart disease and stroke.

February 7, 2009 – Springfield College, 4390 Belle Oaks Drive, North Charleston 10am-3pm Money Fair '09 will offer financial information through workshops and special classes on money management, real estate, insurance and banking taught by local bankers, agents and underwriters. There is no cost for entry.

February 10, 2009 – DSS Conf Room in St. George 11:30- 12:30 Budgeting Workshop – Receive information concerning on money management, credit reports, mortgages and savings from a 30 year veteran in the banking world.

February 12, 2009 – Transportation Bldg Break Room Dorchester 11:30- 12:30 Budgeting Workshop

February 25, 2009 – Planning Conference Room Summerville 11:30- 12:30 Budgeting Workshop

February 19, 2009 – St. George Council Chambers 9am – noon A LIVE teleconference – Strategic Responses to a Changing Economic Environment

February Lunch and Learn - TBA

## Receiving Constructive—or Not-So-Constructive—Criticism

Some people are better than others at giving criticism that is useful to the criticized. But even if the director errs when giving criticism, your manager can learn to make the most of the feedback.

First, the manager must acknowledge that even if the director lacks diplomacy or communication skills, the director still may have valid points to make. It may be a treasure hunt trying to find the nuggets of helpful information in the director's message, but the manager will never unearth them if he doesn't intentionally dig through the negativity.

Further, the manager may need to set aside the desire to explain deficiencies or obstacles. When the director is on the offensive, he may not be willing to listen. It is a judgment call, but often explanations are not only futile, but also may make the manager look defensive or insubordinate. If the manager commits to listening carefully, it will give him the opportunity to learn from the director and to potentially deliver a thoughtful rebuttal at a time when the director is more receptive. Further, if the rebuttal is delivered via e-mail, it will both give the manager time to rethink and revise, and also create documentation of the conversation which may be helpful to both parties.

The manager will get better feedback from the director if he maintains eye contact and open body language. This can be hard to do if the manager feels attacked, but a defensive posture may put the director in more of an offensive position.

If the manager listens actively, seeking clarification and paraphrasing the director's point of view, the director may be less inclined to become shrill in making a point. This will make both parties feel better about the exchange.

Once the conversation is over, the manager should look for specific behaviors that were mentioned and consider ways to change that behavior. Further, the manager should view the conversation as the first step in solving a problem and follow up on the conversation with steps to resolving the concerns that were discussed.

**Professional Pointer:** Being receptive to criticism, while challenging, can have its rewards.

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## Heart Health Month

But do you know your risk in developing heart disease in the next 10 years? The Go Red Heart Check Up only takes a few minutes to complete and will assess your main cardiovascular health risk factors. With

results, you'll be rewarded with a Personal Action Plan. It's your customized guide to help you achieve your fitness and nutrition goal and live heart smart. To take the **Go Red Heart Check-Up** visit [www.goredforwomen.org/](http://www.goredforwomen.org/) it only takes a few minutes and can save your life.

February 2009

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