

News & Views online

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The monthly employee newsletter of the WORKFORCE West Virginia Division ♦ Available online at www.wvbep.org/bep/

WORKFORCE West Virginia Day at the Legislature

Mark your calendars for March 7 to help celebrate WORKFORCE West Virginia Day at the Legislature. On that day, displays from each of the seven regional Workforce Investment Boards, as well as WORKFORCE West Virginia, will be set up in the upper rotunda of the Capitol. Local board members, trainees, employers, training providers, and front-line staff will be on hand to answer questions about the WORKFORCE West Virginia system and their personal experiences.

Outside the capitol at the base of the north steps, will be the 37-foot long Workforce Development Services Mobile Training Unit open for interested explorers. This Region 1 training unit houses 12 computer stations with Internet access. It is used to provide rapid response services to employees facing layoffs and/or closures; for training and development, or for evaluation and assessment of services. Placement services to employers are also available. The multi-use unit also provides services to the state in the event of disasters.

In addition to the display booth and mobile unit, several exhibitors who have received training through the WORKFORCE West Virginia system will be on hand showing off their talents, to include live woodworking demonstrations and culinary art demonstrations.

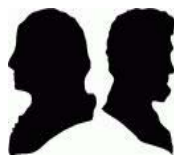
The 2006 WORKFORCE Conference is coming up in late August. Watch for more information on speakers, activities and other items of interest on this event in coming months.

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Coming next month. . .

Employee of the Month selections



Claudia George Employee of the Year



Just when you think you've had a great year, it gets better. That's what happened to **Claudia George**. She'd been chosen as an Employee of the Month, and life was good. Then what happens? George finds out she has been selected as the 2005 Employee of the Year! How could that happen, one might ask? Could it be her "can-do" attitude, or is it the excellence she shows in her everyday supervisory and management duties in the operation of both Job Service and Unemployment Compensation offices in Region 6 and 7? It might be because she provides important advice and information to assist her superiors in making program decisions, or even because of her ability to plan and implement quality programs in conjunction with one-stop partners that have proven to be beneficial to both WORKFORCE West Virginia and to her customers.

Whatever the reason that gained George this honor, it is noted that she is more than willing to accept responsibility and to take on additional tasks. George is practical and personable with her staff and exhibits a positive attitude. When she learned of the tribute bestowed upon her, George commented, "I am honored to be named the 2005 Employee of the Year and be recognized for my contributions to the mission, goals, and values of our organization." It can't get much better than that.

This section is dedicated to the dedicated—to those who make a difference in the lives of our customers—both internal and external.

Big Gold Star Page



Parkersburg local veteran's employment representative **Darrell Nutter** receives the Service to Veterans Award for Excellence from his supervisor, Ken Deel. Nutter was recipient of the award for third quarter 2005. It was noted in the nomination form that Nutter has taken on a much larger case load and continues to offer strong customer service to his clients in Region 4.

Huntington UC Claims Office

I just wanted to thank each and every one of you for all that you did for me while I was not working. Everybody was extremely nice, polite and encouraging whenever I needed to talk with someone. I'm happy to say that I have now gone back to a full-time job for almost two weeks. Without the confidence that you all gave, I don't know if I would be employed now, or still looking.

A satisfied customer

Claudia George, Field Supervisor
ES/UC Field Operations

I just wanted to take the time and let you know about an extraordinary employee of yours. I had a few problems with my employer reporting my wages. So I waited four or five weeks hoping they would report my earnings so my benefit would increase to what it should be. Yesterday I called and spoke with **Jennifer [Watson, Martinsburg UC]**. She listened to my problem and handled the situation incredibly. She is positive, understanding and very dedicated to her career. Her performance was second to none.

It is really hard being unemployed and the process is a little embarrassing; however, Jennifer really took control of my situation and solved it in a very timely fashion. She actually made me feel as if someone really cared on the other end of the phone and I was not another unemployed statistic as I felt when filing my initial claim.

I just wanted you to know that you have an outstanding employee and she is truly an asset to your organization. You're truly blessed to have such an outstanding individual.

A satisfied customer

Betty Carola, Greenbrier Valley
WORKFORCE West Virginia Center

If I may, I would like to take a few moments of your time to share my thoughts on one of your employees, **Angela Remley**. I work in Labor Relations for The Greenbrier and I have the fortunate task of being solely responsible for reporting Low Earnings for our work force, as well as representing the hotel in the hearings. As you can imagine or may have heard, pleasing everyone is impossible here at The Greenbrier. Because of this, I tend to call Angela on a pretty regular basis. I have to tell you that she is never anything but pleasant and accommodating. She goes above and beyond what I know are her boundaries of responsibility. She has even been known to allow me to vent on several occasions, always with patience and in most all cases she has the answer to the problem by the end of the conversation.

I know that we live in a world that we are so quick to point out people's shortcomings and so very slow, if at all, to say "Job well done." I am a firm believer in recognizing employees for doing a great job and I am in hopes that you are too. Please share my comments with Angela. I think she is fantastic!

I would also like to say that the other folks that I have had the pleasure of coming in contact with in your office have all been extremely pleasant as well. I consider myself quite lucky to have such great resources at my fingertips.

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The 7 traits of effective leaders

Are leaders born or made? Can you learn superior leadership skills? No one is sure, but experts have noticed seven specific actions that successful leaders carry out, regardless of the organization or cause they lead.

Effective leaders . . .

. . . Make others feel important. If your goals and decisions are self-centered, followers will lose their enthusiasm quickly. Emphasize their strengths and contributions, not your own.

. . . Promote a vision. Followers need a clear idea of where you're leading them, and they need to understand why that goal is valuable to them. Your job as a leader is to provide that vision.

. . . Follow the Golden Rule. Treat your followers the way you enjoy being treated. Abusive leaders attract few loyal followers.

. . . Admit mistakes. If people suspect that you're covering up your own errors, they'll hide their mistakes, too, and you'll lack valuable information for making decisions.

. . . Criticize others only in private. Public praise encourages others to excel, but public criticism only embarrasses and alienates everyone.

. . . Stay close to the action. You need to be visible to the members of your organization. Talk to people, visit other offices and worksites, ask questions, and observe how business is being handled. Often you will gain new insights to your work and find new opportunities for motivating your followers.

. . . Make a game of competition. The competitive drive can be a valuable tool if you use it correctly. Set team goals, and reward members who meet or exceed them. Examine your failures, and celebrate your group's successes.

—Adapted from *The Toastmaster*

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Deadline for *News&Views online* is the first day of the month.

Winter tips to keep you safe

If you have to drive in the winter, then you will want to get your car prepared early. Winterize your car by:

- Making sure you have adequate antifreeze.
- Making sure your tires have good traction and are inflated to the right pressure.
- Making sure your heater and defroster are working.
- Making sure you have a battery no more than three years old that can carry a full charge.
- Making sure you have a good ice scraper.

In case of emergency you should have:

- Blankets.
- Flashlight and extra batteries.
- Extra clothes so you can keep dry.
- Nonperishable foods like candy bars and power bars.
- A can and matches to melt snow for drinking water.
- A compass.
- A shovel and sand.
- A tow rope.
- Jumper cables.

In Memoriam



Linda Jean Cooper, RIA data analyst, died December 24 in Charleston.

Emza L. Gibson, father of RIA data analyst Linda Cooper, died December 10 in Charleston.

Peggy Guthrie, mother-in-law of IS&C/MIS FAM information systems specialist Warren Wingo, died December 8 in Hurricane.

Connie J. Hilinski, retired MIS/WC information systems specialist, died February 9 in Charleston.

Jackson "Woody" Piercy, father of Clarksburg local veterans employment representative Dave Piercy, died February 12 in Phoenix, Arizona.

Virginia L. Porter, retired UC Benefits clerk died Dec. 8 in Charleston.

Shirley Simms, retired Beckley Job Service employment programs interviewer, died December 8 in Mabscott.

Evelyn Wingo, mother of IS&C/MIS FAM information systems specialist Warren Wingo, died December 9 in St. Albans.

William Samuel Edward Winkler, husband of FAM Legal Services secretary Mona Winkler, died January 4 in South Charleston.

Wilda Smallridge Wolfingbarger, mother of UC Contributions assistant director Wade Wolfingbarger died January 28 in Charleston.

Lucille Workman, mother-in-law of Huntington claims deputy Debbie Workman, died February 15 in Wayne.

Retiree holiday luncheon well attended

The annual retirees holiday luncheon was held December 16 at Hardings Restaurant, near Charleston. More than 30 attendees spent time talking, laughing and catching up on news. Coordinated by former ES assistant director Bill Turner, the luncheon and preceding social hour gave folks the opportunity to share good fellowship and good food. Former MIS director Lowell Witters offered up his services as master of ceremonies. Witters commented that the luncheon brought surprises. "Two things happened this year that I never thought would take place," Witters said. "Dan Light retired, and Tony [Selario] and Reni [Hissom] got married." The good-natured jabs brought a round of laughter from all.

Many of those in attendance wanted a way to stay in closer touch throughout the year, and *News&Views Online* editor Judy Howard promised the retirees a page in the publication dedicated to retiree news. Now it is up to retirees to send in information to fill their page.



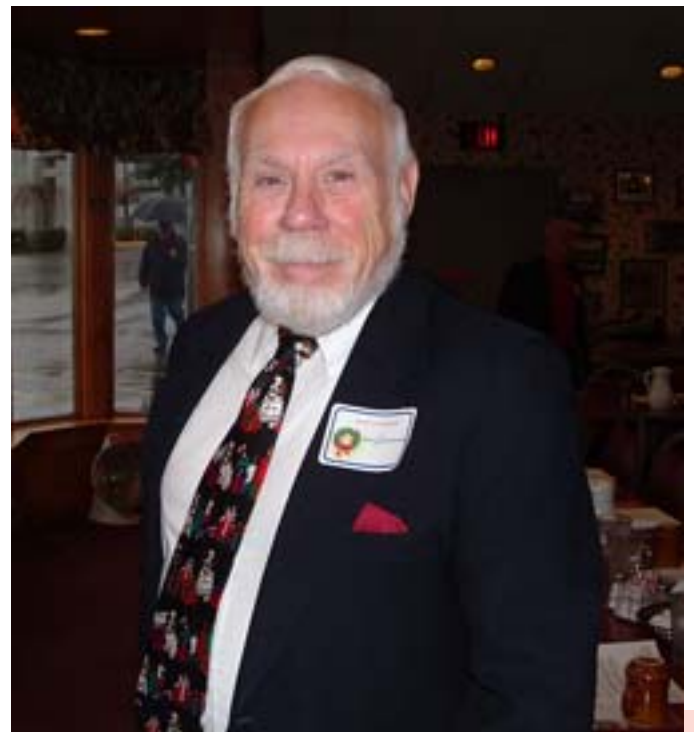
Retiree Peggy Armstrong.



Retirees Harry Folden, Terry Pauley and Don Beverly.



USDOL-VETS retiree Dave Bush, retiree Kenny Williams.



Retiree Orville Carpenter.

Below: Retirees Calvin Doyle and Charlie Mynes. Right, from top: Mary Jane O'Neil, Dennis Redden (left), Lowell Witters, Reni (left) and Tony Selario. News&Views photos by Judy Howard.



December Employees of the Month

As with much of the work conducted by WORKFORCE West Virginia, the job goes unseen when done well and is quite



glaringly apparent when it is not done well. This is particularly the case with the tasks overseen by **Joe Creech** (above). Creech supervises operations in Mail Services, Stock and Records Management. His never say quit attitude keeps Creech and his staff on task until the work is completed to ensure that the WORKFORCE West Virginia mail goes out. Creech is a good working leader and is customer friendly. Not only will he instruct his staff on how to do a task, but he shows them how to do it, and also works on the projects himself. He will not ask an employee to do anything that he will not do himself, leading by example. Creech is dedicated to his work and his employees. Without his dedication to task, unbeatable work ethic, and competent leadership, the time-sensitive documents we, as an agency, depend on having delivered would not see a job this well done.

Doris Reynolds (top right) provides advanced clerical and supervisory duties for the Alien Labor Certification, Work Opportunity Tax Credit and Employment Program Services units. She prepares written instructions and easy to use tools to orient new staff to various programs, and is willing to serve as a guide or facilitator whenever the need arises. Her work is always neat and professional. Reynolds's winning smile and courteous, respectful manner, promotes a good positive attitude with her coworkers and customers.

For more than 38 years, **Janet McCloud** (bottom right) has been recognized as a competent, dedicated, motivated, and knowledgeable employee. Her friendly, helpful demeanor is shown in how she constantly helps other offices or central



office by issuing decisions, working crossmatch cases, processing low earnings reports, or provides procedure/policy material quickly and efficiently. McCloud promotes a respectful, positive image to employers and claimants while maintaining high standards of ethics and personal integrity. She keeps the best interests of her customers and her office in the forefront.



January Employees of the Month



While performing duties as an employer relations representative, and until recently as acting office manager, **Margaret Talbert** (above) does everything from take job orders, make job referrals, employer visits, attends meetings and trainings, to all those “other” duties as required. She takes pride in her work—often coming in early or staying late to get the job done. She is fair and is supportive of her coworkers, while setting high standards for herself. Talbert also strives to present a professional manner to her customers, and never lets personal matters interfere with her work.

Melissa Hager (top right) answers the telephones and directs calls to appropriate staff at the Board of Review. But many times, she handles the calls herself, saving valuable time for her coworkers. She goes out of her way to help her Board of Review coworkers. She is friendly and never passes judgment on others, even when irate claimants and employers are contacting the Board of Review. She handles her work in a polite and professional manner. Both her work and her manner reflect quality and professionalism.

Whenever questions concerning WIA eligibility determination, orientation and assessment services arise, **Mary Spellman** (bottom right) goes beyond the call of duty in providing support and assistance to her fellow staff and her customers. Customers remark that her expertise, local job market knowledge and job search techniques are exceptional, enthusiastic and informative. She is easy to work with and has a great attitude that uplifts and inspires her cowork-



ers. She is good at problem solving and strives to come up with fair and effective solutions. She is confident in her work as well as caring in attitude.



Retiree Notes

Letter from Pat Kadar

I really miss cards from my dear friend, the late Helen Johnson. I received Christmas cards from Betty Truman, Laura Titan, Mary Lou Hudson, and Ruth Yost. While in Bluefield shopping, Ruth Yost called to advise me of the death (from Lou Gehrig's disease) of Beckley retiree Shirley Simms.

Mary Lou called while on her way to spend Christmas with relatives in Cleveland, Ohio. Also, I got a card from Phyllis Hearl Falvo, a former Welch employee. She recently lost her husband, Sam Greathead. Phyllis wrote that due to her work in Welch, she was able to go to work with the Virginia Employment Commission in Bristol, Virginia.

I saw Narell Heath, also a retired Welch Job Service manager, who now lives in Princeton. Additionally, I saw Hazel Pendleton, retired from Bluefield UC and Becky Hatfield, now working in Princeton for Voc. Rehab.

December 31, I was retired as a manager from Welch for 17 years. I have loved every minute of it.

After over 35 years of service to the bureau and the citizens of West Virginia, Gerald Bradford retired on November 30. Gerald began working for the bureau as a counselor and also has worked as an employment program interviewer in

Wagner-Peyser services and in federal training programs such as CETA, JTPA and WIA. Staff and friends celebrated his retirement on November 28, at Shoney's. Harley Tweed, dressed as an alien, entertained. A spoof on "Why Gerald felt the need to retire" was presented. A scrap book was prepared by Connie Cline with help from others displaying how everyone has "grown" and grayed over the years. A good time was had by all.

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Claudia George, Field Supervisor
ES/UC Field Operations

My worker, **Angela Denis** [Morgantown], has gone way past my expectations in helping me prepare my résumé and registering me for various employment opportunities. She is always a pleasure to meet with, and has a genuine interest in helping me succeed in finding employment. Every consultant in WORKFORCE should strive to be as helpful and pleasant as her.

A satisfied customer

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