

STANDING ROOM ONLY

Volume 4, Issue 1

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• **Chapter 579 Job Stewards**

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- Abel Arrendondo
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*First Time Delegate:
Esmeralda Abejar*



Being a first time delegate at a CSEA conference, I got the opportunity to get a broader picture of how CSEA works. I became aware of the different committees that exist and how strong CSEA is to influence legislation at a state level that impacts union workers. It is incredible the number of delegates that attended the 87th annual conference, the official count was: 1,545 members.

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Stress and Communication in the Workplace

Good, bad, or indifferent -- when changes occur in our workplace many employees experience stress. Although the original hiring freeze has been lifted and HR filled 37 full and part-time positions throughout the District since January 2013, some offices are still understaffed. In the Orange Service area the OEC required building remodeling, with staff and service's moving to SCC. Business skills classes and the high school diploma completion classes are housed at SCC's main campus with OEC using some portables that were scheduled to be removed. On Chapman Ave. they offer the ESL classes and approximately five computer classes; while on Batavia there is one yoga class in addition to an office staff member and the District warehouse and publications departments. At SAC we are experiencing the implementation of Phase One of our new Facilities Master Plan. Work is also underway on a project that will renovate and unify all campus entrances, including Bristol Street, 17th Street, Washington Avenue, and Pacific Avenue. The entrances will feature new signage, landscaping, and pedestrian pathways. Students and staff are eagerly awaiting the opening of the 17th street entrance and the ability to park in our re-surfaced parking lots.

Unfortunately, there's very little the administration can do about facility needs and construction, but there are actions they can take that can lessen the impact of stress from "do more with less."

Stress causes burnout, the symptoms of which include apathy, lack of energy, irritability, errors, complaining, tardiness, absenteeism, illness, and decreased motivation. What if each of our managers knew how to foster worker empowerment, provide proper training and create a management that listens, three skills that are often cited as necessary for managers. Last year RSCCD's

Research Department completed a communication survey for Santa Ana College administration. Two hundred thirty-seven classified employees responded with 37% indicating that both the college and their immediate supervisors did not disseminate information in a timely manner. One employee seemed to sum up the situation with this statement:



"I strongly believe that open communication is vital to the morale as well as the success of Santa Ana College. I believe that many decisions that affect immediate changes are being made due to the financial crisis in California. Understanding this need, to make immediate decisions for change, does not eliminate the need for communication; it just increases the need for better, clearer and timely communication. Communication from the managers needs to be a "daily business" type of situation not a quarterly meeting to share items from management council or the like. The changes occurring are weekly, daily, and hourly. It is vital that managers review how they address this part of their duties to best serve the staff and the college. "

During a CSEA leadership workshop I learned that there are five things managers can do to help reduce stress in the workplace:

Allow staff opportunities to participate in decisions that affect their jobs

Ensure that employees' workloads match their abilities and resources; don't set unrealistic targets that staff will have difficulty in achieving. (An office that once had 59 work hours per week (one Full-time & one part-time employee) cannot continue to produce or process the same amount of support as a 40 her per week office

Provide training programs to bridge the gap between a staff members current competency and capability to the demands required by the job

Knowledge and preparation. The more you know about the scope of a given stressful situation, the easier it is to cope. Breaking down tasks into smaller, digestible components helps offset the sense of being overwhelmed.

Make sure to reward good performance, and show appreciation; compliment in public, reprimand in private..

Cont. on p. 3

Stress and Communication cont. from p. 1

Of course there are things that employees can do to reduce stress:

Support colleagues by providing appropriate information and by sharing knowledge and resources where appropriate

Maintain your humor, even a disaster can be funny

Try to forget about work when at home, enjoy your family life and get a good night's sleep

Eat a balance diet, a 10:00 a.m. break where you eat some cheese & fruit or some veggies

is better for you than a candy bar. Two hours after that candy bar sugar rush you will feel depressed and drained



PRESIDENT'S MESSAGE

As the new school year approaches, I want to say welcome back, but truly we never left! Although some of us took vacations, for the most part, Classified Staff keeps the district running year round. So instead I would say Welcome to the NEW SCHOOL YEAR. I enjoyed a 5000 mile care trip with my family, in which we drove through 10 states. On that trip, we learned to operate and function as one cohesive body. Our survival, as well as our level of enjoyment depended on it. Despite being crammed into a small space for 1200 miles at a time, we all trusted that each other was doing what they were supposed to be doing. We all had our role, and I did not need to have a camera mounted to my kids to watch them at all times. Trust me, at times it was tempting but trusted them and did not install the pencil cameras! I did not have to watch them moving our gear; I could see it in the results.

This experience made me think of all of us at the college. We all exist here to serve the students. They are, our everything. Nothing else matters, for if the students don't exist we do not either. To serve them takes many different types of people performing different roles. We have Classified, Faculty and Administrators. We all have to be able to trust each other to perform our duties, to be successful in serving the students. We must work in an environment of mutual respect, mutual trust, and mutual admiration for the sake of the Students.

So my challenge to all of us, is work together collectively to learn Respect, Trust and Admire each other. So at the end of each day we can look at the students and say 'We believe in You, We believe in your Dreams, and we can help you get there'.

First Time Delegate: Esmeralda Abejar cont. from page 1

Some of the action that took place in the annual conference:

CSEA joined efforts with the culinary workers at Cosmopolitan for a fair contract.

Reports are presented to the delegates from CSEA Board Members and Executive members

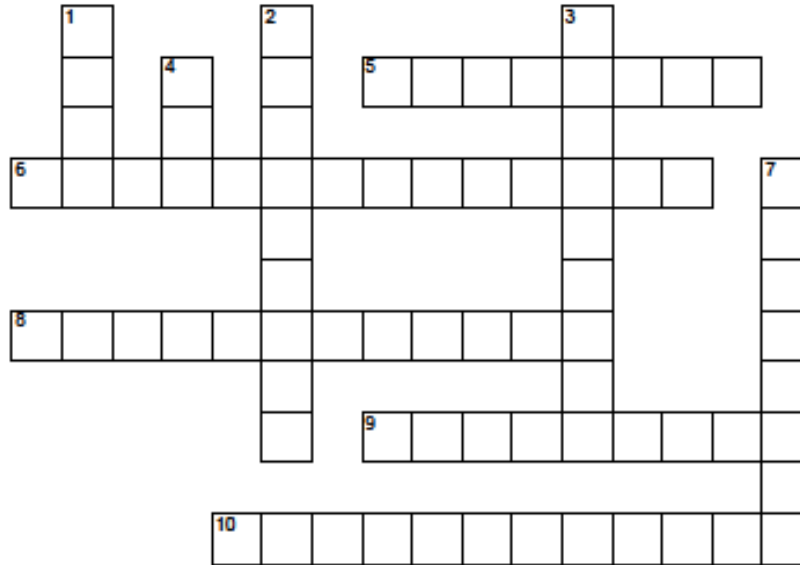
CSEA is a union run organization, delegates vote on proposed resolutions to amend the CSEA Constitution & Bylaws.

Delegates also vote to approve the annual CSEA budget.

CSEA members are recognized with different awards such as, Merit, Outstanding Service, Member of the year, Activist of the year and Humanitarian of the year.

2013 was an election year, a new president, First Vice President, Second Vice President and Association Secretary were elected.

Union terms



www.CrosswordWolver.com

ACROSS

- 5 The written agreement between your chapter and your employer that sets wages, hours and other work conditions.
- 6 The group of negotiators who are at the bargaining table and are actively involved in the negotiations toward a contract. Two words.
- 8 When chapter members meet to review, discuss and vote on a new contract.
- 9 When a member telephones a list of members, who each then telephone a list of members. Used to convey important information or to recruit for an event. Two words.
- 10 The process by which representatives of your employer and your CSEA chapter bargain to set wages, work hours, etc.

DOWN

- 1 The Employee Free Choice Act, in short.
- 2 The amount of time that you've worked for your employer that determines promotions, etc.
- 3 A dispute arising between the employer and an employee or employees.
- 4 A stamp or tag that shows that the work was done by union labor.
- 7 Your chapter's elected representatives including president, treasurer and CPRO.

ONE WINNER FROM EACH SERVICE AREA

\$10 Bookstore gift card

FILL OUT THE PUZZLE

Print your name and location on puzzle return completed puzzle answers to:

Denise Phillips, SAC Library

By Friday: August 30th

Name: _____

Location: _____

VOTE

CSEA President Michael Bilbrey is a strong voice for classified employees.

He has the knowledge and expertise to provide good representation on the

CalPERS Board of Administrators.



Michael Bilbrey has a proven track record

Bilbrey, a Bookstore Operations Coordinator at Citrus Community College District in Glendora, has served on the CalPERS board since 2011 and has been part of several committees for CalPERS and has been a strong leader for CSEA. He knows about the challenges public schools and classified employees face and will provide stability on the CalPERS Board of Administration.

Michael Bilbrey has the skills and experience

He knows how to deal with issues related to investment, corporate governance, asset management, health care benefits and cost containment. He can help ensure your pension is protected.

Let's Get Michael Bilbrey Re-elected

Only 16 percent of voters return their ballots, so your vote makes a huge difference.

Make Your Vote Count!

A ballot package will be mailed to your home address on Aug. 30 and you can cast your ballot through Sept. 27.

Re-elect Michael Bilbrey to the CalPERS Board of Administration