

CGHR

A NEWSLETTER FOR THE COAST GUARD
HUMAN RESOURCES COMMUNITY



JULY 30, 2013

ON THE RADAR SCREEN

American Management Association webcast
(registration required)



How to Manage Millennials and Keep Them Engaged

One of the biggest challenges managers face is dealing with the millennial generation, which will account for 36% of the U.S. workforce next year and 75% of the global workforce by 2025. Millennials -- those ages 19 to 30 -- have a different set of workplace expectations, behaviors and desires that managers need to understand in order to engage them effectively.

Wednesday, September 11 • 12:00 PM - 1:00 PM Eastern

To register, go to <http://www.amanet.org/training/webcasts/How-to-Manage-Millennials-and-Keep-Them-Engaged.aspx>

ST. ELIZABETHS MOVE—THE FINAL COUNTDOWN

Next week at this time we'll be in our new spaces at St. Elizabeths. Please remember to follow the instructions on your move packet.

- ◆ To ensure your belongings arrive at your workspace, label the side of your crate using the labels provided with your move instructions. Remember to label your computer accessories (i.e., keyboard, speakers, monitors, surge protector, CAC reader, etc.).
- ◆ Remove any of your personal items from the refrigerator or pantry. Any remaining items will be thrown away.
- ◆ Plan to take your personal belongings home no later than Thursday (1 Aug) at 1600.
- ◆ Before contacting your move coordinator, be sure that EVERYTHING is out of your drawers and cabinets.
- ◆ You must have your Verification Form signed by your move coordinator before departing on 1 Aug, or your last workday this week.
- ◆ When reporting on Monday (5 Aug):
 - ◆ On-site greeters and signage will help get you to your new workspace. A First Day Package will be at your desk.
 - ◆ Any problems or concerns can be addressed with the Move Assistance Center (MAC).

The Many Contexts of Employee Engagement -

A 2012/2013 Kenexa® Worktrends™ Report

https://cgportal2.uscg.mil/communities/human-resources/Human%20Resources%20White%20Papers/contexts_employee_engagement.pdf

Issue of Merit, June 2013 issue (publication of the U.S. Merit Systems Protection Board).

Articles include: Informal Recognition: A Little “Thanks!” Can Mean a Lot

<http://www.mspb.gov/netsearch/viewdocs.aspx?docnumber=828943&version=832250&application=ACROBAT>

CG-1 People First Instruction - <https://cglink.uscg.mil/ad45a084>

Partnership for Public Service: Satisfaction with Performance-Based Rewards and Advancement - <http://ourpublicservice.org/OPS/publications/download.php?id=224>

Polishing perfect

Perfect doesn't mean flawless. Perfect means it does exactly what I need it to do. A vacation can be perfect even if the nuts on the plane weren't warmed before serving.

Any project that's held up in revisions and meetings and general fear-based polishing is the victim of a crime. It's a crime because you're stealing that perfect work from a customer who will benefit from it. You're holding back the good stuff from the people who need it, afraid of what the people who don't will say.

Stop polishing and ship instead. Polished perfect isn't better than perfect, it's merely shinier. And late.

Original post: http://sethgodin.typepad.com/seths_blog/2013/06/polishing-perfect.html

Beware These 6 Time and Agenda Killers

<http://artpetty.com/2013/07/16/new-leader-tuesday-beware-these-6-time-and-agenda-killers/>

9 Ways to Be a Great Coworker Everyday

<http://www.careerbliss.com/advice/8-ways-to-be-a-great-coworker-everyday/>

Learn How to Protect Your Identity

Identity thieves steal your personal information to commit fraud. They can damage your credit status and make it difficult to restore your good name.

Visit USA.gov's Prevent and Report Identity Theft for tips on reducing your risk of becoming a victim. <http://www.usa.gov/topics/money/identity-theft/prevention.shtml>

RECENT MESSAGES

ALCOAST 308/13: RE-SOLICITATION FOR ADVANCED EDUCATION OPPORTUNITIES FOR RESERVE PROGRAM ADMINISTRATORS (RPA) - http://www.uscg.mil/announcements/alcoast/308-13_alcoast.txt

ALCOAST 300/13: POLICY CLARIFICATION FOR CG PERSONNEL UTILIZING WORK-LIFE INFORMATION FROM NON-GOVERNMENTAL ENTITIES - https://cgportal2.uscg.mil/library/generalmessages/General%20Messages/GENMSG2013/ALCOAST/300-13_alcoast.txt

ALCOAST 299/13: SEXUAL ASSAULT PREVENTION AND RESPONSE -- SPECIAL VICTIMS COUNSEL - http://www.uscg.mil/announcements/alcoast/299-13_alcoast.txt

ALCOAST 298/13: SITREP ONE: U.S. COAST GUARD MILITARY CAMPAIGN FOR SEXUAL ASSAULT PREVENTION AND RESPONSE - http://www.uscg.mil/announcements/alcoast/298-13_alcoast.txt

ALCOAST 296/13: COAST GUARD HEALTH, SAFETY, AND WORK-LIFE (HSWL) MOBILE APPLICATION - http://www.uscg.mil/announcements/alcoast/296-13_alcoast.txt

ALCGPSC 080/13: TEMPORARY EARLY RETIREMENT AUTHORIZATION (TERA) - http://www.uscg.mil/announcements/alcgpsc/080-13_alcgpsc.txt

Messages authorized for internet release are available on the WWW at www.uscg.mil/announcements/. The internal message archive is located on CG Portal at <https://cgportal2.uscg.mil/library/generalmessages/SitePages/Home.aspx>

RECENT FLAG VOICES

Flag Voice 392 - CG SUPRT: Health and Wellness Familiarization - <http://www.uscg.mil/hr/flagvoice/fv392.asp>

Flag Voice 391 - Post-9/11 G.I. Bill Transfer of Education Benefits - <http://www.uscg.mil/hr/flagvoice/fv391.asp>

Flag Voice 390 - Coast Guard Surveys - <http://www.uscg.mil/hr/flagvoice/fv390.asp>

Flag Voice 389 - CG SUPRT: Money and Legal Familiarization - <http://www.uscg.mil/hr/flagvoice/fv389.asp>

Flag Voice 388 - CG SUPRT: Relationships Familiarization - <http://www.uscg.mil/hr/flagvoice/fv388.asp>

Flag Voice 387 - Temporary Early Retirement Authorization (TERA) for Active Duty Officers - <http://www.uscg.mil/hr/flagvoice/fv387.asp>

Flag Voice 386 - CG SUPRT: Workplace Stress Familiarization - <http://www.uscg.mil/hr/flagvoice/fv386.asp>

All Flag Voices are online at <http://www.uscg.mil/hq/cg1/flagvoice/default.asp>

NEW FACES IN CG - 1

Welcome –

- ◆ CAPT Dwight Mathers to CG-133 (Military Personnel) from PSC-epm
- ◆ CAPT Andres Delgado to CG-12B
- ◆ CDR Vernon Craig to CG-12B
- ◆ LCDR Drew Gorman to CG-1B3 from AIRSTA Sacramento
- ◆ LCDR Melissa Ransom to CG-1312
- ◆ LT Susan Arbeiter to CG-12B
- ◆ CWO Deborah Reed to the CG-1222 from Sector Boston
- ◆ CWO Roger "Dale" Ashley to CG-1223 from CG-751, Office of Cutter Forces
- ◆ Deborah Mak to CG-1312

Let us welcome the new faces in your office. Send their names, along with their previous assignment or agency and their new office location to the [CGHR Editor](#).

CG Portal: How to Bookmark a Unit or Collaboration page

Did you know that you can create shortcuts to specific pages in CG Portal by adding them to your own personalized list of links? Creating shortcuts can speed your navigation through the system by taking you directly to the page you want to use without having to expand the Enterprise Menu. Find out how: <https://cgportal2.uscg.mil/cgportalhelp/HowTo/Pages/Use%20My%20Links.aspx>

Guide to Grammar and Writing

<http://grammar.ccc.commnet.edu/grammar/>

Those Grammar Gaffes Will Get You

http://blogs.hbr.org/cs/2013/03/yes_you_should_nitpick_about_g.html

Tips for Change Agents

http://govleaders.org/change_agents.htm

Get over being afraid to give feedback

<http://smartblogs.com/leadership/2013/06/06/get-over-being-afraid-to-give-feedback/>

Be Just as Effective When You Work Remotely

When you're telecommuting -- and your colleagues aren't -- the burden is on you to make things work. Here are three ways to prove you're a valuable team member, even if you're not in the office every day:

- ◆ Understand the expectations. Should you match your colleagues' hours? Is it OK to take appointments during business hours without telling your manager? Actually ask those questions; don't just assume you know the answers.
- ◆ Make the most of face-to-face time. When you are in the office, fill your calendar with meetings -- breakfast, lunch, and dinner -- to build relationships. Ask people about themselves and their work.
- ◆ Be seen. Make yourself more than a disembodied voice on a telephone line. Improve your visibility by videoconferencing whenever possible. Even though you're at home, dress professionally and keep your desk clean.

Source: HBR Guide to Managing Up and Across

Ways to Keep Your Kids Learning This Summer

<http://blog.usa.gov/post/52636046972/keep-your-kids-learning-this-summer>

Farmers Markets Search

Search for farmers markets near you using USDA's directory of farmers markets. <http://search.ams.usda.gov/farmersmarkets/>

Take the time to *LifeSpeak* this month ...
anytime, anywhere!



“Ask the Expert” Web Chat (registration required)
Available through CG SUPRT

Caring for Aging Loved Ones

Caroline Tapp-McDougall, Author and Consultant on Caring for Aging Loved Ones, will discuss daily living, housing and financial matters as well as how to cope with the stresses of being a caregiver.

Thursday, August 15 • 3:00 PM ET

Sign up at <http://cgsuprt.lifespeak.com/AskTheExpert/Default.aspx>

LifeSpeak On Demand Library (video and audio options)

Understanding and Coping with Grief

Watch and learn from expert Donna Devlin, Psychiatric Nurse and Author:

- ◆ Understanding Grief
- ◆ The Grief and Mourning Process
- ◆ Tools to Move from Grief to Recovery
- ◆ Supporting a Grieving Friend or Colleague

http://cgsuprt.lifespeak.com/Volume_Details.aspx?vid=35&cid=211

Please note: users may ask questions in either French or English and choose to view the web chat in any one of a dozen languages.

Watch many more speakers and videos by visiting <http://cgsuprt.lifespeak.com/Default.aspx>

Partner with a CG SUPRT Health and Wellness Coach to Improve Your Health and Well-Being.

A health and wellness coach can help you:

- ◆ Identify your beliefs, values, and vision
- ◆ Create an action plan to achieve your goals
- ◆ Eliminate roadblocks or barriers that stand in the way
- ◆ Celebrate your success

Focus areas for coaching include: weight management, fitness and nutrition, health condition management, stress management, and life transitions (adapting to lifestyle changes such as deployment, moving, becoming a new parent, or retirement).

The coaches provide you with information, support, encouragement, and accountability, so that you can attain your goals and achieve your maximum potential at no cost to you! To sign up for a health and wellness coach, call 855-CG SUPRT (855-247-8778) and a CG SUPRT consultant will register you and schedule your first session right away.

Services are free and confidential, within the limits of the law. Eligible members include USCG Active Duty members, civilian employees, members of the Selected Reserve, and their family members.

To find out about additional services, visit www.CGSUPRT.com

Yellow Ribbon Program: Supporting Coast Guard Reserve families - <http://allhands.coastguard.dodlive.mil/2013/07/29/yellow-ribbon-program-supporting-coast-guard-reserve-families/>

Coast Guard offers early retirement to active duty officers - <https://allhands.coastguard.dodlive.mil/2013/07/23/coast-guard-offers-early-retirement-to-active-duty-officers/>

Changes coming to Post-9/11 GI Bill: Are you ready? - <http://allhands.coastguard.dodlive.mil/2013/07/19/changes-coming-to-post-911-gi-bill-are-you-ready/>

Federal benefits extended to same-sex spouses of civilian employees - <http://allhands.coastguard.dodlive.mil/2013/07/17/federal-benefits-extended-to-same-sex-spouses-of-civilian-employees/>

Coast Guard Foundation supports military children with college scholarships - <http://allhands.coastguard.dodlive.mil/2013/07/16/coast-guard-foundation-supports-military-children-with-college-scholarships/>

New Office of Special Victims Counsel will assist sexual assault victims - <http://allhands.coastguard.dodlive.mil/2013/07/15/new-office-of-special-victims-counsel-to-will-assist-sexual-assault-victims/>

From the Homefront - <http://allhands.coastguard.dodlive.mil/2013/07/11/from-the-homefront/>

Save the Coast Guard All Hands Blog to your favorites or sign up to subscribe at:
<http://allhands.coastguard.dodlive.mil/>

The next issue of CGHR: On the Radar Screen will be sent on August 27.

SEMPER PARATUS

VOLUNTEER REPORTERS WANTED. Your story ideas and events are always welcomed. Send them to the [CGHR Editor](#).

Back issues of CGHR are archived on CG Portal - <https://cglink.uscg.mil/2dfb4a63>
(path: Communities > Human Resources
Community of Practice > Human Resources
Library > CGHR)

HOW WE COMMUNICATE

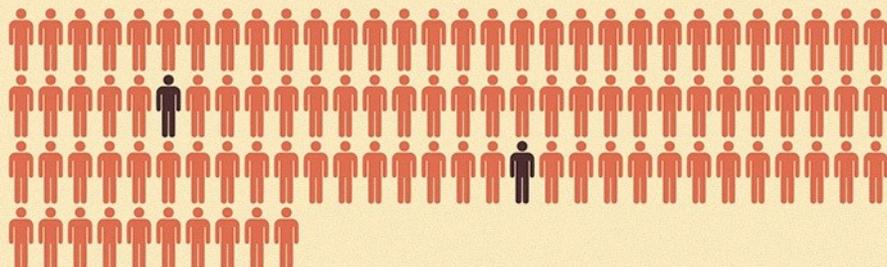
FACTS ABOUT LISTENING

WE LISTEN AT A RATE OF 125-250 WORDS PER MINUTE,
BUT THINK AT 1000-3000 WORDS PER MINUTE.

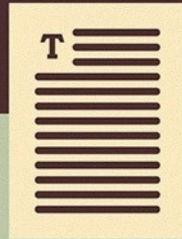


55% OF THE MEANING IN OUR WORDS IS DERIVED FROM FACIAL EXPRESSIONS, 38% IS IN HOW THE WORDS ARE SAID, AND 7% IS IN THE ACTUAL WORDS SPOKEN.

LESS THAN 2% OF PEOPLE HAVE HAD ANY FORMAL EDUCATION ON HOW TO LISTEN.



COMMUNICATION BATTLE WORDS VS IMAGES



WORDS ARE PROCESSED BY OUR SHORT TERM MEMORY WHERE WE CAN ONLY RETAIN ABOUT SEVEN BITS OF INFORMATION AT A TIME. THIS IS WHY WE HAVE SEVEN DIGIT PHONE NUMBERS.

1234567891011

IMAGES GO DIRECTLY INTO LONG TERM MEMORY WHERE THEY ARE INDELIBLY ETCHED. IT IS EASIER TO SHOW A CIRCLE THAN TO DESCRIBE ONE.

VERBAL

cir·cle

(noun)

A round plane figure whose boundary (the circumference) consists of points equidistant from a fixed center.

VISUAL



GROUND CONTROL TO MAJOR TOM

1+ BILLION USERS WORLDWIDE



1.36 MILLION VISITS PER DAY



60+ BILLION TWEETS IN 2012



193,000 TEXTS EVERY SECOND



200 MILLION USERS WORLDWIDE



COMMUNICATION IN BUSINESS

COMMUNICATION

AMBITION

EDUCATION

HARD WORK

NUMBER ONE QUALITY EMPLOYERS WANT?
COMMUNICATION SKILLS.

SUBSCRIBERS TO THE HARVARD BUSINESS REVIEW RATED THE ABILITY TO COMMUNICATE "THE MOST IMPORTANT FACT IN MAKING AN EXECUTIVE PROMOTABLE," MORE IMPORTANT THAN AMBITION, EDUCATION, AND HARD WORK.



A STUDY BASED ON RESPONSES FROM ONE THOUSAND EMPLOYEES AT FORTUNE 100 COMPANIES FOUND THAT WORKERS SEND AND RECEIVE ABOUT 1800 MESSAGES EACH DAY VIA TELEPHONE, EMAIL, FAXES, PAPERS AND MEMOS, AND FACE-TO-FACE COMMUNICATIONS.



PRACTITIONERS IN "THE BIG SIX" ACCOUNTING FIRMS SPEND 80% OF THEIR TIME COMMUNICATING WITH OTHERS, EITHER INDIVIDUALLY, OR IN GROUPS. THE AVERAGE BUSINESS EXECUTIVE SPENDS 75%, ABOUT 45 MINUTES EVERY HOUR.

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