

The InterAct

November/December 2006

The ICSEW Education Committee is Here For You!

By: Michelle Lucero, Education Committee Chair

The Education Committee's mission is to provide unique and innovative training opportunities to Washington State employees that focus on both personal and professional growth. We try to identify and provide training events for state employees that are not traditionally provided through other avenues.

Training we provide range in topic from leadership skills to self-defense to stress management. We have been truly blessed with exceptional trainers that not only offer satisfying and priceless tools, but also give back to ICSEW!

Below are some common questions that we receive on the training provided.

Q: Are the classes open to men as well?

A: Yes!! All ICSEW events are open to men. Men play an import role in every state employed woman's life, whether it is as a coworker, supervisor, husband, son or father. The workshops that we sponsor are equally appropriate and beneficial for men and women.

Q: Can non-state employed people attend?

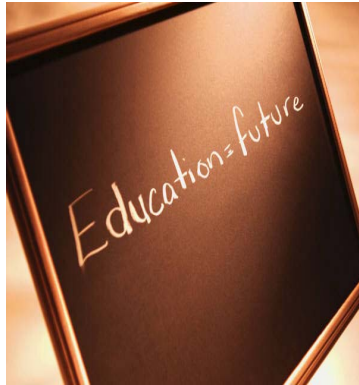
A: Yes!! Anyone is welcome to register for a workshop, including friends and family. If the class is full however, a state employee has priority.

Q: Are there ever trainings outside of the Olympia area?

A: Yes!! We have had a few trainings outside of the Olympia area and would love to have more! Locating a space and low registration numbers are our biggest problems with out of the area training. If you know of a location or have a request for a specific course in your area, please let us know!

Q: Can I receive a credit for taking the course?

A: Yes!! Our workshops are recognized as any other training you would attend. Be sure to check with your agency's human resource personnel on how to get it into your file.



Certificates are issued as well.

Q: How can I find out what trainings are coming up?

A: Check our website, www.icsew.wa.gov. There is an event listing that will show all scheduled upcoming Training.

In the next several issues of the InterAct, we will be highlighting our trainers, the workshops and key messages from those workshops. I hope that you enjoy the tips and if you have any suggestions for locations or speakers, please feel free to send them to me.

"Your Education is worth what You are worth.. "
Anon

Thank You from the Chair

By Dianna Gifford, Chair



The Women of ICSEW never cease to amaze me. They are powerful, enthusiastic, dedicated Women. I would like to list every one of them and their accomplishments for ICSEW, but that would fill the whole InterAct and more.

I want to thank Robyn Bradshaw for her energy, enthusiasm, and dedication to preserving the ICSEW History. For quite some time ICSEW has desired to archive materials electronically. Robyn discovered a very practical, obvious way to do that, the state archive system. Way to go Robyn.

How about that great InterAct last month? Thank you, Kelly Stowe, Communications Chair, for pulling it together in the absence of so many members on vacation.

Thank you to Linda Watson for helping to pull together the 2006 Business plan.

Thanks to Kristin Reichl, Health and Wellness Chair, for organizing a training of the legislative process for our January Membership meeting. A

thanks also goes to Kirsten Wilson for your positive upbeat attitude.

I'd like to thank Sarah Bland, Conference Chair who is busy finding us a facility for the 2008 conference.

Thank you, Wendy Bennett, Membership Chair for coordination of meetings and finding places for meetings. It sounds like a small thing but it's not.

Pam Johnson, a big thank you for organizing the cell phone and clothing drive again this year.

Thank you to Peter Bogdonaff for his faithful attendance, updates, and advice at Membership meetings.

Praise goes to our tireless, Vice Chair, Connie Riker, who is so very flexible to support every ICSEW need. There are many others who deserve praise. I send a great big thanks to all members who faithfully attend and give of themselves. Thank you for sharing your ideas to improve working conditions for women.

If you are interested in becoming a member of ICSEW, first follow your agency process for being nominated to the governor for membership. Check out our process for becoming a member at <http://www.icsew.wa.gov/>. Then go to the Governor's web site at www.governor.wa.gov/boards/application.doc url to fill out an application and follow the application process described on her website.

The ICSEW meets the second Tuesday of every other odd month. Come visit us to see if you would like to be involved.

ICSEW Event Information

November 7, 2006 - "How to Cultivate and Maintain a Positive Attitude" by Ms. Kathy Bote. Training class held at the Lacey Fire Hall-Station #34 8407 Steilacoom Road SE, Lacey, WA 98513

November 14, 2006 - General Membership Meeting

November 29, 2006- Drive-by Clothes Donation

November 29, 2006- "How to do Your Job Well and Manage Life's Challenges" by Ms. Sandra Smith. Training class held at 712 Pear Street Olympia, WA 98507-9162

Class information and online registration can be found by going to: <http://icsew.wa.gov/calendar/default.htm>

Speak Up and Be Counted

Part II

By Pam Johnson, Department of Licensing

As State of Washington employees, we are no different than any other government or large institutional employment setting. We interact with diverse coworkers in venues from outdoors to professional and casual office environments. The same settings are found in hospitals, school systems and larger corporations. Misunderstandings and workplace issues arise from our basic human nature.

This series examines various means to resolve minor or major issues that arise at work. Common issues usually involve interactions with other people, our duties, priorities and our valuable time. Consider:

a) Interacting in the most respectful, calm and efficient manner. Be fair!

b) Aiming to minimize any potentially negative impacts to our interactions within our organization.

c) Wait not; want not. If we let a minor incident or misunderstanding go unattended it may blossom into a bigger problem involving more time, money and state resources to correct.

d) Consulting proper resources after trying your best to resolve the situation. Look at your organization's policies and evaluate your best course of action. The Department of Personnel offers employee support through programs such as EAP (Employee Assistance Program).

If you determine a real situation

exists with a coworker that needs attention such as hostility, unfairness, neglect of simmering issues, or harassment, then ask yourself a few key questions before you proceed. Make sure you are clear on what and who is really involved. It may not be your situation to deal with. Be fair and objective - it's not always about you. Don't bring personal baggage into the mix. Look at the situation from other points of view, other than your own.

How to use your voice:

In our last article we offered a few basic tips. Be calm and talk to the other party in an appropriate manner and place. State that your only objective is to understand and resolve the concern. Use your calm voice to explain how you felt, or what you thought. It may be a matter of that is not what the other party intended you to think or feel. Avoid a defensive atmosphere for both parties. Do not over-emphasize the situation, intentions or any hidden meaning. State your own feelings, and do not try to imagine what another person was feeling.

Using your voice means using TWO ears! Once you have put into a few words what concerns you, give the other person a chance to be heard and to clarify. Give the person the utmost courtesy of listening. Keep your tone cool to demonstrate you care and that you want to work it out. You may learn it was not anything to worry about, not typical, or not a continuing circum-

stance. Imagine how easy that makes it to put the concern to rest and preserve the relationship.

Benefits:

Because you listened to the other party, that person may have provided you new insight or personal knowledge about themselves. In having this interaction, you gain new ideas and options about working with this person. In fact, you may discover a new way to manage a project, task or your workload. You may promote collaboration in the future. Leave yourself open to new ideas because you will learn and benefit. A working relationship is strengthened by positive interactions to work out a problem or when facing unpleasant or sensitive concerns. This is a start to something better in your future. Call each interaction a great opportunity. Using your ears to listen and your voice in a calm and respectful manner provides you both an opportunity to increase trust. Your ability to discuss and resolve issues becomes another positive attribute you possess.

Is there room for an improved outcome?

If your issue is not easily resolved in your initial meeting, ask the party if you can meet again or what might help the two of you find a remedy. Throw out options and listen to suggestions. Suggest a third party to work with both of you, or suggest a brief recess until the next day. Inquire if a manager or supervisor should be consulted or if you want to resolve it yourselves. Keep your tone on an even note to show respect and willingness to take care of this appropriately. Don't exaggerate the facts, tone, implications or meaning. Remember, every issue is not completely solved in one discussion.

What if I've tried everything and nothing works?

Intervention might be the next step.

- Consult relative policy, statute, or procedure for clarification or agency position.

- Offer ideas and solutions.

- Ask what the other party needs to resolve this in a civil way.

- If the problem exists with your direct supervisor or manager, you may need to elevate the discussion to a higher level.

Before you proceed, do a quick inventory of the issue, your emotions, the facts, significance and relevance of the entire problem. Determine if you need to seek formal intervention. Do you plan to use an internal mediation resource or an external means?

Seek consultation from the Department of Personnel Employee Assistance Program (EAP) for options that may expedite an efficient resolution and relieve the stress of the situation. The EAP is confidential, voluntary and free! They are professionals who listen, assess your options, and offer use of other resources as needed. They have a proven positive track record. For more information on EAP, please visit their website at <http://www.dop.wa.gov/Employees/EmployeeAssistanceProgram/>

In our future series of articles, we will offer more tips and resource information for your consideration. Please remember that I am not acting as an expert on these issues, but offering friendly food-for-thought as your co-worker and friend.

CLOTHING DRIVE FOR WORK FIRST CLIENTS

By Kelly Stowe, Editor

A catch-all phrase we've all heard is "Dress for Success", but what if you've been out of the work force for a long period of time or have a limited income?

That is why the ICSEW is sponsoring a clothing drive for Work First Clients. We want to help these clients dress for interviews and new jobs.

WorkFirst is Washington state's welfare-to-work strategy. It is based on the belief that everyone has abilities needed in today's workforce, and those who

can work should. Washington initiated the WorkFirst program in August 1997 to help low-income families become self-sufficient by providing training and support services necessary for parents to get a job, keep a job and move up a career ladder.

The number of families on welfare in Washington dropped approximately 42 percent since WorkFirst began, from nearly 97,000 in 1997 to less than 55,000 in April 2006. Almost 162,000 parents have left welfare and stayed off - about the combined

populations of Everett, Richland, and Walla Walla. The proportion of people on welfare in Washington is less than 2.3 percent of the state population.

"Drive-By" our collection event at the GA Building (enter on Columbia St) Parking Lot, Wed., November 29 from 7:30 to 9:30 a.m.

New or Gently used clothing can be dropped off on this day. We are looking for dresses, skirts, blazers, dress pants, shirts and shoes. We also are collecting items for men such as

ties, shoes, dress shirts and pants.

So go through your closets and take a look at what you have that doesn't fit or you haven't worn in a long time. Your old clothes might just help someone start a new beginning!

From Feeling Inadequate to On Top of the World: One Member's Journey

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By Julie Sullivan

After our transition meeting in July 2006, I began to reflect on what ICSEW has done for me during the two years that I have been a member. I was really inspired by what Pam Johnson said about growing from one another's experiences. I want to with you the confidence and the skills that I have gained as a member of ICSEW and how it has helped my emotional intelligence.

Emotional intelligence can be defined as the ability to perceive, assess and manage the emotions of your self, others and groups.

Like everyone in here, I've had my fair share of struggles over the years. While staring at the cross roads of life, I've made lots of really good decisions on which direction I should take. I've also made just as many bad decisions. But they were my decisions, and I am responsible for them. And as I'm sure you can all attest to, more often than not, these struggles don't seem to come at us a little here and a little there...they are dumped on us all at once, and for months at a time.

In July 2004, I left my first ICESW meeting feeling inadequate, insecure and unaccomplished. After all, I was an office assistant without a college degree who was new to state employment, and I was suffering from some major self esteem issues. I had just spent the entire day with all of these wonderful women who were full of confidence. They were professional, successful and so sure of themselves. Something wonderful in me began to happen. I began to look up to these women and see them all as my mentor.

I was busy struggling, like so many of us do. I was a single mom, working full time, going to school at night and just trying to survive day to day. There wasn't a day that went by that I didn't have someone telling me that I couldn't do it. Heck, most days I was telling myself that I couldn't do it. Yeah, sure, I had heard all this mumbo jumbo stuff about emotional intelligence, but really who has the time to take responsibility for our actions when it's so much easier to blame other people? Besides, I had diapers to change, bills to pay and term papers to complete. I drank in the atmosphere of the ICSEW and attended as much training as my supervisor would let me. It was so empowering for me to be among this great group of women. I couldn't seem to get enough of Sandra Smith's classes and her positive message.

Then one day, it hit me. I realized, as simple as it seems, that I am the only one who posses the power to change myself. Yikes, that's a hard one to swallow and when the real work started.

So, I started to clean. That's what I do when I'm upset. I started by cleaning the house in places that I didn't even know existed, like dusting the tops of the doors and scrubbing under the fridge. When that was done, I cleaned my car and anyone with toddlers knows that was a task in itself. When I was done I had to start the hard stuff and I started cleaning out my life.

First, I started with the small "easy" stuff I could change. I say "easy" because these seemed to be the least painful tasks. For instance, I started taking "mommy" time once a week. I usually did this by taking a relaxing hot bath. Some weeks, my mommy time only lasted 5 - 10 minutes, but some weeks, I would get a good half hour of important self- reflection time. Then I began cutting ties with the so-called friends that were unsupportive and bad influences. Besides, I had enough negative self- talk without their help. My motivation behind this whole struggle was my son.

Through the enormous support that I have received from the ICSEW, I too am now one of the confident, professional, and successful women who make up ICESW.

My years of struggling and hard work have paid off. After recently graduating with my ATA in Business Administration, I was able to change jobs within my agency.

I want to give you these key points to emotional intelligence:

- 1) Don't advise, command, control, judge, lecture to or criticize others. Instead, try listening to them with empathy and be judgmental.
- 2) Avoid negative people, or at least try to spend less time with them.
- 3) Validate other's feelings. Show empathy, understanding and acceptance of other people's feelings.
- 4) Take responsibility for your feelings.
- 5) Label your feelings, rather than labeling people or situations. For example, use "I feel hurt and bitter" versus "You're a jerk."
- 6) Distinguish between your thoughts and feelings by using statements like "I feel like" versus "I think that".

And, if you've ever taken a class by Sandra Smith, just remember, "never let a bad day in Africa throw you off."

"Nothing is predestined: The obstacles of your past can become the gateways that lead to new beginnings."

Ralph Blum

Put Your Old Cell Phones to Good Use

The ICSEW conducts an ongoing "recycle your cell phone with rechargeable battery and cords drive." Donated cell phones are delivered to Verizon Hopeline, which supports non-profit organizations committed to combating domestic violence, providing emergency relief, and supporting health and education initiatives.

Verizon donates airtime and distributes phones nationally to domestic violence programs, the National Coalition Against Domestic Violence, and local government and law enforcement agencies for domestic violence victims.

Send your old phones to Pam Johnson at the Department of Licensing, Mail Stop 48201, or delivered to 2424 Bristol Court Drive, Olympia (Near Thurston County Courthouse).

Have You Gotten Your Flu Vaccine?



By Nicole Pender, Department of Health

It's not too late to get your flu vaccine this year. Flu season usually doesn't peak until January or February in Washington State. If you want to lower your chances of getting the flu, the best thing you can do is get a flu vaccination. Yearly flu vaccinations can protect you against the flu and prevent the spread of flu to your family and co-workers.

About 200,000 people in the United States are hospitalized every year from complications of the flu. More people die from the flu than any other vaccine-preventable disease. Even if you're not at risk of complications from the flu, you may spread it to your family members and other vulnerable people without even knowing that you're sick.

Who should get a flu vaccine?

- All children, age six months up to the fifth birthday.
- Adults age 50 and older.
- Adults and children with medical conditions like asthma, diabetes, or heart disease.
- Pregnant women.
- Anyone living in a nursing home or long term care facility.
- Anyone living with or caring for someone in one of the above groups.
- Anyone living with or caring for children from birth up to the child's fifth birthday, especially for babies under six months of age who are too young to get a flu vaccine.
- Anyone who wants to reduce their

chances of getting the flu.

There are two types of flu vaccines: shot and nasal spray

The flu shot contains inactivated (killed) flu viruses which are injected in the arm. The nasal spray flu vaccine (FluMist) contains live, weakened flu viruses that are sprayed into the nose. Both vaccines are composed of the three most widely circulating types of flu viruses. The flu shot and nasal spray flu vaccine cannot give you the flu. Sometimes people feel achy or have a mild fever for one to two days after getting vaccinated and there may be some soreness where the shot is given. The nasal spray flu vaccine may cause runny nose or nasal congestion. These are normal reactions that happen when your immune system starts responding to the vaccine. For more information on flu immunizations, visit:

www.doh.wa.gov/cfh/immunize/flu_updates.htm or www.cdc.gov/flu

Where can I get a flu vaccination?

It's best to get your flu vaccination from your regular health care provider, but there are several other ways you can find flu vaccines in your community:

- Call your local health department.
- Check the Flu Clinic Locator at www.flucliniclocator.org.
- Contact your local pharmacy to see if they offer flu vaccinations.

Know Before You Go: WSDOT Provides Tools to Help Travelers this Winter

By Kelly Stowe, Editor



The Washington State Department of Transportation (WSDOT) offers motorists driving state highways many tools to "know before they go."

If you visit www.wsdot.wa.gov/winter, you can check to see the latest travel and mountain pass alerts. You can check the weather forecast and even get information on cross-state travel.

WSDOT also offers real-time traffic and weather information by dialing 5-1-1 from most phones and drivers can also go to <http://www.wsdot.wa.gov/traffic/pass-es/text.aspx> from their cell phone or mobile device.

Know You Tire and Chain Options

When traveling during the winter season, it is important to remember that road and weather conditions vary throughout the state. When looking for winter tires, it is best to consult with your local tire dealer to help you select the best option.

Approved passenger car traction tires have at least an eighth of an inch of tread and are labeled "Mud and Snow," "M+S," "All Season," or have a "Mountain/Snowflake," symbol. These tires can be used year-round. Studded tires are approved traction tires. In Washington, studded tires are legal for use between November 1

through April 1.

For more information on Washington's laws regarding tire chains and traction tires, visit: www.wsdot.wa.gov/commercialvehicle/chain_req.htm

Traction Advisories: What Do They Mean?

If you see an advisory that says chains required on vehicles over 10,000 gross vehicle weight rating (GVWR), it means that if your vehicle (this includes some larger passenger trucks and SUV's) exceeds that gross weight, chains are required. If you fail to install chains, you may get ticketed and fined by the Washington State Patrol (WSP). Vehicles over 10,000 gross vehicle weight rating (GVWR) must carry chains November 1 through March 31 on certain state-owned roads. For more information on chain requirement, visit: www.wsdot.wa.gov/commercialvehicle/chain_req.htm

In extreme weather conditions, the WSP will require all vehicles (except all-wheel drive) to install tire chains. However, the Washington State Patrol can require chains on all-wheel drive vehicles too.

New Chain Up Assistance Program

WSDOT will permit businesses and individuals to install and/or remove motorist-owned tire chains for a fee. The service will be available when chains are required for passenger cars or on vehicles over 10,000 gross vehicle weight rating (GVWR). The services will range from \$5 -\$25. Motorists who want to install or remove their own tire chains can continue to do so in designated chain-up areas. For more information, and a complete price list, visit: www.wsdot.wa.gov/winter/chain_install.htm.

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