



simplifying human resources

Regardless of your public agency's size, type or geographical location, CODESP has the ideal web-based talent assessment tools to fit your needs. Improve candidate quality, hire more efficiently, cut costs, and boost employee performance.

Top Contributor for October

Congratulations to Amy Lawson of Carlsbad USD for being our top contributor of the month. Amy is helping coordinate our on-site Labor Relations Training **this week** at her district (see page 4).

We appreciate her volunteering to host the meeting along with her commitment as a Board member.

We are currently reviewing other locations that have been volunteered for training.

CODESP on the Road Again

CODESP Staff will be out, and about as a vendor or conducting presentations at the following conferences this fall. Please drop by and say hi if you are in attendance:

October 24-26	ACHRO-EEO	South Lake Tahoe
November 9	PTC-SC	Costa Mesa
November 15-16	Tri-Counties	San Luis Obispo

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The Price of Being Vague

Example of applicant's interpretation of vague job requirements:

"I called up an agency looking for work and they asked if I had any phone skills. I answered, I called you didn't I?"

What does "office experience" mean?

What is "modern computer technology"?

Take a look at the job requirements on your postings and consider how an applicant would interpret them. Then consider which job-related selection materials could be linked to them during an assessment.



Why You Should Be Hiring Happy People

It seems like a no brainer, right? We all want to work with people who are happy, and we all strive to be happier in our work. But, do you make happiness a requirement in the job interview? Do you advise your hiring managers how to conduct the hiring interview so that “job-fit” not just job knowledge is considered?

With all the research out there pointing to productivity in the workplace being directly correlated to an employee’s happiness, what most agencies fail to realize is that it’s more about an employee’s intrinsic happiness, rather than an agency’s ability to make an employee happy. (Although, agencies can aid in an employee’s happiness.)

Here’s why you should be hiring happy people and how you can start by identifying them in the interview process:

“It turns out, happiness actually fuels success, not the other way around. And when we become more positive, our brain becomes more engaged, creative, motivated, energetic, healthier, resilient and productive,” says Shawn Achor, researcher, author of the *Happiness Advantage*, and consultant to Fortune 500 companies.

Happy people are team players.

Whether they are solo contributors or work with groups of people, happy people have better work relationships, which translates into better teamwork, improved customer relations, and even better service. Let’s face it, happy people in general are more fun to be around, and when we interact with others who are happy, we are often inspired by them and their happiness can have a multiplier effect on our own state of mind.

Happy people are more motivated, creative, and productive.

When problems arise, happy people tend to fix problems instead of agonizing over them or complaining first. They naturally aim to try to fix problems as they arise without letting it weigh them down. When people are unhappy in their work, every small snag can turn into a crisis or obstacle.

A person also learns faster and adapts to new challenges more quickly when they are happy and relaxed, which also aids in productivity. And because happy people worry less about making mistakes, they make fewer because they don’t agonize on them. They take responsibility, fix them, and learn from them.

Happy people are better decision makers.

When a person is unhappy, they operate in a constant state of crisis. They are unable to focus on the bigger picture and their decision making becomes reactive. Happy people are able to prioritize their work and make more informed decisions because their focus has not narrowed and they can operate with their minds open to taking in and processing new information.

“A decade of research proves that happiness raises nearly every business and educational outcome: raising sales by 37%, productivity by 31%, and accuracy on tasks by 19%, as well as a myriad of health and quality of life improvements,” quotes Achor.

So what should you be looking for in the interview? It all boils down to attitude and fit. Will your new hire be ‘happy’ working in your agency? Do they have the right attitude to be successful? When identifying happiness in job candidates, you have to take it one step further and evaluate whether their intrinsic happiness will mesh with the culture of your organization.

Mark Murphy, author of ‘Hiring for Attitude’ and ‘Hundred Percenters’ writes, “When new hires failed, 89% of the time it was for attitudinal reasons and only 11% of the time for lack of skill.” He goes on to explain, “Technical proficiency, once a guarantee of lifetime employment, is a commodity in today’s job market. Attitude is what today’s organizations are hiring for. And not just any attitude; agencies want attitudes that perfectly match their unique culture.”

Here are a few ways you can learn to identify happy job candidates:

1. Make use of pre-employment tests and interviews that focus on attitude.
2. Notice if candidates readily smile.
3. Ask open-ended questions about facing problems or challenges, and observe whether the applicant focuses on solutions (the eternal optimist) or whines about the problem (the pessimist.)
4. Make sure you are hiring someone who wants to do the job. Even if they have the right skills, it doesn't mean they will be happy in the role.
5. Ask about situations and examples of times when the candidate was happy. If they recall negative experiences much more quickly or refer to them over the positive experiences, they may not have the right mind set.
6. Hire people with goals and dreams. Employees with goals work harder because they have a destination to reach. It's important to know what motivates your employees and to have a vested interest in their happiness and success.

"You should assume when you hire someone that they will grow within their initial role in your company," says Tina Hamilton, president and CEO of HireVision.

While your organization may not be able to provide for all of their job satisfaction, you can determine whether there are opportunities available in your agency to encourage the employee's enthusiasm and incorporate extended education around what they're passionate about or in-line with their career objectives.

But hiring happy people isn't the only factor leading to increased productivity, lowering turnover, and creating a more better organization. It's only the beginning of the equation. These behaviors must continue to be fostered and reinforced in the workplace, creating a culture of happiness.

And when you have a culture of happiness in the workplace, your agency will in turn attract happier candidates to your job openings creating a succession of happiness all around.

www.interviewing.com/why-you-should-be-hiring-happy-people/

According to a study by the Harvard School of Business, what factor is most critical to success in business?

- A. a willingness to take risks
- B. friends or family with money or influence
- C. a good attitude
- D. luck



When it comes to selecting the right person for the job...

October 12, 2012 By Mel Kleiman, Humetrics Blog

When making a hiring decision, just remember these two key points:

1. Testing does not replace the interview.
2. Interviewing does not replace testing.

To make a great hiring decision, we need to have all of the information we can get and evaluate and understand any inconsistencies.

If you can't make the time to hire right in the first place, where are you going to find the time to do it over again because you made a mistake?

CODESP Training

Labor Relations & Bargaining *On-Site Training*

Carlsbad USD, San Diego County
October 19, 2012



Presenter: Attorney Rex Randall Erickson, partner with Zampi, Determan & Erickson LLP.

Summary: This presentation will include an interactive discussion of labor relations and collective bargaining in California public agencies, school and college districts. Other topics for discussion will include the relevant authority (including the requirements and obligations under the EERA and recent legal developments impacting collective bargaining), identification of the parties involved and an overview of mandatory, permitted and prohibited subjects of bargaining. Mr. Erickson will also offer suggestions on how to improve employee/management relations to avoid grievances and unfair practice charges. Finally, he will focus on “sunshining” the initial proposal as well as outlining and discussing topics of impasse and management/employee relations. Bring your relevant questions. **OPEN to all Public Agencies.**

Location: Carlsbad USD - Resource Training Room
6225 El Camino Real, Carlsbad, CA 92108

Time: 9:30 AM - 12:00 PM PDT

LinkedIn Networking

Join the CODESP LinkedIn Networking Group

CODESP FREE Webinar

Public Employees' Pension Reform Act of 2013

Date: November 28, 2012

Time: 10:00 - 11:15 am

Description: The Public Employees' Pension Reform Act of 2013 (PEPRA) will become effective on January 1, 2013. This webinar will discuss how PEPRA will impact PERS agencies and employees and help you prepare for the new law.

Presenter: Steve Berliner, Partner at the Los Angeles office of Liebert, Cassidy and Whitmore.

Co-Sponsored by CSPCA



Register for CODESP webinars and onsite training
www.codesp.com

Conferences

w r i p a c

Training and Meeting

Sacramento

Training and Free Meeting February 7-8, 2013

Training and Experience Training on February 6th 8:30 to 4:30

Fee: \$125/member or \$150/non-member

To register or for more information about membership, visit the website below

www.wripac.org

International Personnel Assessment Council Annual Conference



July 21 - July 24, 2013

Sheraton Columbus
Hotel at Capitol
Square

www.ipacweb.org

2012 PTC-SC Annual Conference

November 9, 2012

Grand Newport Plaza, Costa Mesa, CA

Theme: Practical Tools for Deeper Assessments

Keynote Speaker: Forrest Story

For more information, go to

<http://ptc-sc.org/>

Save the Date

CSPCA Conference

February 21 - 24, 2013

Paradise Pier Hotel

Anaheim, CA



Supporting Student Learning Through Merit

Multi-track program will include:

- Technology - New Practices
- Connecting "Perspectives" of Various Stakeholders
- "Commissioner's Corner" topics
- Evolution of Merit System from Enforcer to Partner

More information to come, including registration and session information.



www.meritsystem.org

California School Personnel Commissioners Association

Quotes of the Month:

"Ethics is knowing the difference between what you have a right to do and what is right to do." *Potter Stewart*

"The continual development of leadership resembles a series of concentric circles, each one first providing experience that, with the necessary creativity to dream up improvements and the necessary leadership actions to make them happen."

EXPERIENCE is the foundation, **CREATIVITY** is the catalyst and **LEADERSHIP** is the engine -- at every level.