



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.

Customer Contributions

CODESP would like to recognize Jenny Diaz, Terri Steele and Ramona Gongora from the City of Pasadena for their recent contributions to the development of our test materials. The recent addition of non-educational public agencies to our customer base has fueled the growth of our item and materials banks. We would like to thank these ladies for their patience, assistance, and feedback in the development of new security and customer service materi-

August 2013

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ALERTS AND CHANGES AT CODESP

You have probably noticed that many of the interviews have been taken out of the Test Materials area on the website. We are in the process of revamping and reorganizing them to prepare for the development of the online interview builder which will be based on competencies as well as job families/titles. We will be systematically re-loading the interviews to the website. If you cannot find an interview you need, do not hesitate to email us or put in a CATS request, and we will quickly get it posted for you.

To become a customer visit our website or email us at codesp@codesp.com

Employee Engagement

Are we having fun yet?

What is your excitement level right now? Are you changing the world? Are you collecting a pay check? Are you surviving? Are you making lives better? Are you simply existing? Are you doing what you have to? Are you doing what you want? Are you tired of the questions? Do you want answers? Well, demand answers and make results happen. This is what engaged employees do. It works for both management and employees.

As management, it is important to demand answers. When will this be done? How much can you do? How much do you want to do? How can we do it better? How can we do it faster? How can we better serve? Are we having fun yet? After demanding, now management must make results happen. These results are tied to the demands of the organization as well as the demands of the employee. The demands of public sector organizations stem from the demands of the public. These demands usually involve questions like: What are you doing? Why are you doing it? Why does it cost so much? The demands of the employee usually involve questions like: Why are we doing it? How much do we have to do? When is it due? How much will I get compensated? When do I get to go home? All of these fall to management to answer and then ensure that the results are to the standard of all demands. Whew, have you gone cross-eyed?

It breaks down to this. Management is in a crucial position. These individuals must be able to balance the demands of the public with the demands of their employees. This means setting measureable standards of achievement and then rewarding success and coaching or potentially punishing failure. It follows that the employees hired by management must want to achieve. If they do not want to achieve, management must ask why. Is it a recruiting and hiring issue? (call CODESP) Is it a training issue? (develop training) Is it a motivation issue? (set achievement standards with consequences)

Engagement is not solely the responsibility of management. Employees must be willing to engage in work even in the face of mediocre management. An excited and hard working employee will engage his coworkers and even excite or replace management. Keeping a positive and forward-thinking attitude will cause a cascade of positivity and engaging characteristics throughout the organization. Employees that require little external motivation because they are internally motivated ask questions like: How can I do more to help? How can I make my day more exciting? How can I boost those around me? How can I win over management? How can I move up in the organization?

Start asking questions, demanding answers, and expecting results. People like to be challenged; give them a challenge and reward their efforts. Engagement will follow.

Social Media in the Public Sector

The Good, the Bad, and the Ugly

Social media in the workplace is a volatile and controversial issue. In the public sector this idea is even more exaggerated. The evolution of social media in the workplace has gone from one of employee privacy concerns to employer and business marketing campaigns and all the way back around again. Much of the law surrounding social media and the workplace is uncertain and evolving. But what is certain is that people use social media. Thus the potential firestorm.

Whether your agency considers social media as an asset, a hindrance, or anything in-between, you can be certain of one thing—your agency is being publicly discussed and publicized via every social media outlet available. So what does this mean? Let us examine two major concerns. First, social media is talking about your agency—are you involved in the conversation? And second, your employees are using social media—what is the effect on the agency?

Regarding your contribution to the social media discussion of your agency, a decision must be made. Are you going to be involved or not? There is certainly not a correct answer here. Consider a hypothetical of your personal social life. What if every person you have ever come into contact with throughout your life talks about you? What would they say; would you respond; how would you respond? Perhaps there is no need to be involved as your reputation has a way of energizing and promoting positive vibes. Perhaps you need to defend misperceptions though. Or perhaps you ignore the rumors and let your future actions speak for you. The social media conversations work the same way. Thus it is important to discuss how your agency's image is perceived and communicated by others. Next your team will need to discuss your involvement in this.

Regarding your employees' use of social media, the concern goes beyond "facebooking" at work. The larger concern is that work and personal lines have been blurred and the public will be judged by the personal behaviors of those that serve it. How will your team handle this—a difficult task, no doubt. But before the planning conversation begins, be sure that the culture and image of your agency as a whole has been established and properly communicated with all of those employees that serve it. When an organization clearly and confidently knows who they are and what they represent, it will attract like-minded people. Further it will allow for easier development of selection materials that serve your organization's mission. Finally, employees will know better what is expected of them better understanding how their image affects the organization's.

These are difficult and challenging concerns—remember to tweet us your solutions. # ;)

CODESP Training and Webinars

MANAGING LARGE APPLICANT POOLS

Webinar Date: August 20, 2013 Time: 10:00 - 11:15 a.m.

Extremely large applicant pools can be the result of Web-based recruiting and electronic application submission particularly when mixed with high unemployment rates. How do we take advantage of these large pools without getting overwhelmed by the sheer numbers involved and our own diminishing resources?

Through this webinar, Dr. Frank Olmos and Joshua Kahn will dissect the issues and discuss methods used by the Los Angeles Office of Education (LACOE) to filter and manage a large number of candidates to produce a strong eligibility list. Audience participation and sharing will be welcome.

Presenters: Dr. Frank Olmos and Joshua Kahn from LACOE

USING EXCEL TO CALCULATE RETURN ON INVESTMENT

Webinar Date: Sept.26, 2013 Time: 10:00 - 11:15 a.m.

Do you effectively communicate HR's value and effectiveness to the organization? Providing administrators with detailed metrics can help to demonstrate how HR aligns with your organization's mission and business needs. A return on investment (ROI) report that shows the correlation between using selection tools and the turnover by department is one example of the reports that can be generated. During this webinar, participants will learn how to use Microsoft Excel to calculate common metrics in HR from easy to maintain records. Participants will be provided with instructions, including formulas and functions, to calculate ROI and how to present this data to administrators. Advanced Excel skills are not required.

Presenter: Eliana Ceja, Selection Analyst at CODESP

MANAGEMENT BUMPING RIGHTS

Webinar Date: October 23, 2013 Time: 10:00 - 11:00 a.m.

More information will be posted soon. Co-Sponsored by CSPCA

Presenter: Steve Sonnich - Associate Admin. Grossmont Union High School District

Register for CODESP Webinars/Training at:

www.codesp.com

Customers login prior to registration
Guests, No login is necessary

Training and Conferences - Other Organizations

PTC-SC Annual Conference

SAVE THE DATE!

2013 PTC - SC ANNUAL CONFERENCE

Rethink HR: People Practices and Tools for Today's Reality

Friday, November 15, 2013

Almanson Court
700 S. Almanson Street
Alhambra, CA 91801

Training and Conferences - Other Organizations

PTC-SC Luncheon Program

**Cultural Intelligence:
Employee Assessment, Placement, and Development Practices**

Trainer Kevin S. Groves

Wednesday, September 25, 2013, 11:00 am - 1:00 pm

**Luminarias Restaurant
3500 W. Ramona Blvd.
Monterey Park, CA 91754**

Please R.S.V.P. by September 18th, by contacting Michael Cool via email at
cool_michael@smc.edu.

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

WRIPAC Training and Free Meeting

TRAINING OCTOBER 16, 2013

Developing and Administering Structured Interviews

Time: 8:30 a.m. - 4:30 p.m.

Trainer: Mike Willihnganz

FREE MEETING OCTOBER 17-18, 2013

Early Registration Deadline is September 27, 2013

Hilton Sonoma Wine Country

3555 Round Barn Blvd.

Santa Rosa, CA 95403

(707) 523-7555

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Registration \$125/members or \$150/non-members
Late Registration \$150/members or \$175/non-members
Register at the website below:

<http://www.wripac.org/>