
HR Monthly Newsletter

SEPTEMBER 2023

Have a Great Fall Semester!

The CCS Human Resources team wishes you a Happy Fall semester! We understand that this is a busy time of year for all. Be sure to make time to check in with yourself and others. Have a wonderful & safe academic year!

If additional support is needed for counseling or coaching, [Ulliance](#) is a great starting point and resource.
Ulliance - (800) 448-TEAM



Covid-19 Guidelines

CCS has, and will continue to follow current CDC guidelines for our response and ongoing management of COVID-19. Current CDC guidelines can be found [here](#). If you test positive for COVID-19, you should isolate yourself for 5 days. On days 6-10, you are able to return to normal activities provided that you wear a proper fitting face covering and your symptoms have improved and you are without fever. CCS will not be tracking COVID-19 cases. If you contract COVID-19, or another contagious illness, you are expected to communicate directly with your supervisor.

Reach out to Emily Van Wormer with any questions.

Flu Shot Clinic

On-campus flu shots will be held on **October 12th**. Save the date & stay tuned for more details!

Campus Emergency Alerts



CCS provides notifications for campus emergencies, weather closures, crime reports, and other critical messages to the entire campus community through a company called Everbridge.

Everyone at CCS is automatically enrolled in the Everbridge communication system with their CCS email address and a cell phone number if one is on file. Be sure to login or create an account to verify that your contact information is up to date by clicking the link below.

<https://member.everbridge.net/index/453003085612449#/login>

For questions regarding the Everbridge system, please contact Amanda Gillette (x7851) or Dena Ryniak (x1441).

Why Apologizing at Work is Important

Brought to you by Ulliance

As humans, we are bound to make mistakes - and that includes in the workplace. And much like in our personal lives, workplace mistakes often require an apology. But it's important to know how to apologize effectively.

Transparency and accountability are crucial in maintaining healthy workplace relationships, and offering a sincere and well-executed apology can make all the difference.

Why Apologize in the Workplace?

Apologizing effectively in the workplace is not just about admitting fault; it is an essential aspect of fostering trust, maintaining healthy communication, and nurturing a positive work environment.

KEY REASONS WHY EFFECTIVE WORKPLACE APOLOGIES MATTER:

Building Trust and Relationships.

Apologizing demonstrates humility and sincerity, which can help build trust among colleagues. It shows that you take responsibility for your actions and genuinely care about the impact they had on others. This can lead to stronger relationships and a more collaborative and supportive work environment.

Resolving Conflicts and Preventing Escalation.

Workplace conflicts can quickly escalate and create a toxic atmosphere if not addressed promptly. Offering a genuine apology can serve as a catalyst for resolving conflicts and preventing further damage. It opens the door for open communication, allowing all parties involved to express their feelings and concerns.

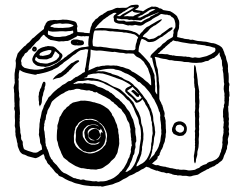
Personal and Professional Growth

Accepting responsibility for one's mistakes is a sign of maturity and a willingness to learn and grow. Apologizing provides an opportunity for self-reflection and self-improvement, enabling individuals to recognize patterns of behavior that need adjustment. It encourages personal and professional growth for both the apologizer and the recipient of the apology. Apologizing effectively requires careful consideration and thoughtful execution.

7 Key Steps to Follow for Apologizing Effectively in the Workplace:

- 1. Reflect on your actions** - Before approaching the individual or individuals you need to apologize to, take time to reflect on your actions and the impact they had. Understand the emotions and concerns of the affected parties, putting yourself in their shoes. This reflection will help you gain insight into the gravity of the situation and approach the apology with empathy and sincerity.
- 2. Schedule a meeting** - Reach out to the affected party or parties and request a meeting. Choose a private setting where you can have an open and honest conversation without distractions. Respect the other person's schedule and choose a time that works for both of you.
- 3. Communicate your remorse and acknowledge responsibility** - Begin the apology by acknowledging your responsibility for the mistake or offense. Harvard Business Review suggests this: "don't think in terms of an 'expression of regret, that is, getting it across to the other person.'" Choose your words carefully and use direct language to convey your sincerity. Avoid making excuses or shifting blame to others.
- 4. Be specific and address the impact** - Clearly articulate what you did wrong and how it affected the other person or people involved. Take responsibility for the consequences of your actions and demonstrate your understanding of the impact they had. This shows that you have taken the time to reflect on the situation and genuinely comprehend the ramifications.
- 5. Offer a plan for improvement** - Outline your plan for rectifying the situation and preventing similar mistakes in the future. Be proactive in addressing the issue and demonstrate your commitment to personal growth and improvement. This reassures the affected party that you are actively taking steps to prevent a recurrence.
- 6. Practice active listening and empathy** - Allow the other person to express their thoughts and emotions without interruption. Practice active listening, showing empathy and understanding. Validate their feelings and concerns and avoid becoming defensive or dismissive. This part of the conversation is crucial in rebuilding trust and fostering open communication.
- 7. Follow and learn from experience** - After the apology, follow up with the individual or individuals to ensure they feel heard and respected. Maintain open lines of communication and be receptive to any further discussions or concerns they may have. Use the experience as a learning opportunity for yourself and strive to implement the lessons learned into your future behavior. By demonstrating your commitment to personal growth, you reinforce the sincerity of your apology.

Summer Snapshots!



Angel VanDerHeyden from PCCS with her dance group, Tap Dance Detroit in Ferndale!



Jordan Duckens from KAID & her husband, Rufus enjoying a Detroit Tigers game!



Mat Catanese from Financial Aid and his family welcomed a new puppy into their home this Summer! This is Akira, she is about six months old.



Michelle Peck from Business Services, Troy Uyematsu from IT and their dog Sophie at Evergreen Resort in Red Bay, Ontario.



Trish Smith from ITS visiting Point Betsie Lighthouse in Frankfort, MI.



Raquel Dieroff from HR with her husband, Bob taking in the beautiful Skagway views.



Provost, Tim Flattery spending some time with his daughter's triplets!



Lisa Poszywak & Brittney Alverson from HR at Motor City Brewing Works - Midtown for their collaborative pop-up show on August 30th.



A snapshot of Greg Fraser from ITS while on a hiking trip with his son in the White Mountains of New Hampshire.



Dan Ryniak from Facilities did a solo trip in June, riding his bicycle from Detroit to Washington DC totaling 865 miles in 15 days!



Betsy Bauer from the Illustration department on her wedding day!



Cleber Viera from Transportation Design sharing a smile with his 5 month old son, Martin.



Tracy Muscat from IA and her son, Malcolm (left) enjoyed exploring aspects of their new neighborhood...including the ice cream truck that would come by in the evening! They tried a new selection each time they'd visit it and would rank their favorites - SpongeBob was the clear winner this Summer!



Bonnie Fahome from Design Core Detroit sharing a beautiful brunch spread with friends in Boyne City.



Benefits 101 OptumRX Mail Order Drug Program - Save Time & Money

BCBSM and BCN both participate in the OptumRX Mail Order Program. Using the program is convenient and could save you money on your prescriptions.

Blue Care Network

Copay for a 90-day supply are:

- \$30 generic drugs
- \$100 formulary brand drugs



For a new prescription, ask your physician to write a prescription for a 14-day supply from your local pharmacist and another prescription for a 90-day supply, along with any refill requirement. If it is a refill for a current drug, make sure you have at least a 140-day supply of your drug and request a new prescription for a 90-day supply including any refill requirement.

Blue Cross Blue Shield

- Generic Drug – You pay \$40 for an 84 – 90-day supply
- Formulary Brand Drug – you pay \$120 for an 84 –90-day supply
- Non-Formulary Brand Drug – you pay the greater of \$160 or 50%, but no more than \$200 for a 90- day supply
- Generic/Formulary and Non-Formulary Specialty Drugs – Only covered through Option Care.

The mail order program administered by OptumRx has two copays for an 84 – 90-day supply of your prescription. For a new prescription, ask your physician to write a prescription for a 14-day supply from your local pharmacy and another prescription for a 90-day supply, along with any refill requirement. If it is a refill for a drug you currently take, make sure you have a prescription through at least a 14-day supply of the drug and request a new prescription for a 90-day supply including any refill requirements.

To learn more visit www.bcbsm.com or www.optumrx.com.

Did you know.....

CCS employees can purchase discounted tickets to the Detroit Zoo?



1. Navigate to tickets.detroitzoo.org
2. Enter the code **CCS-Staff** as the store name
3. Purchase your tickets & have fun!

How Can we Help?

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