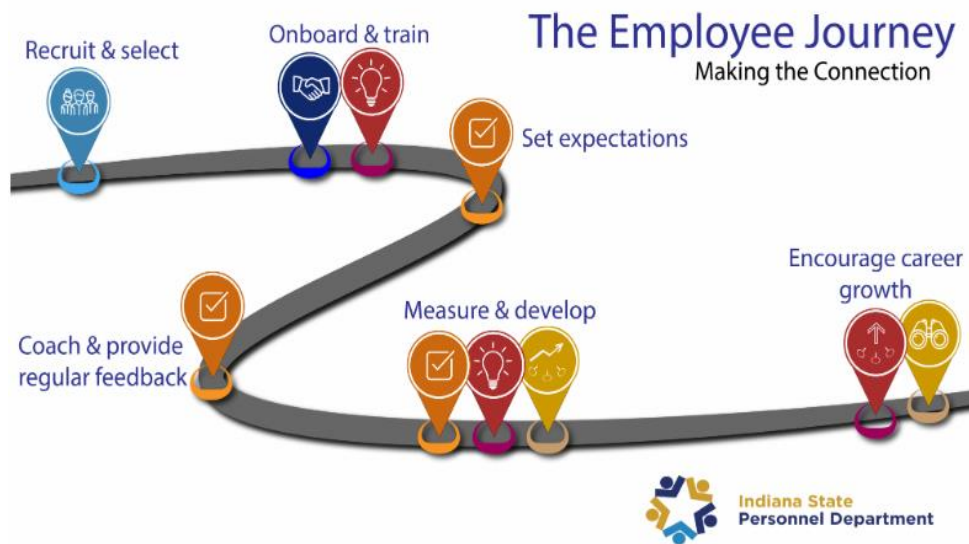




HR MONTHLY RESOURCE



The Nerve Center: Human Resources

Did you know you can also find several helpful topics based on our most frequently asked questions via The Nerve Center including IDOH HR contact information? Check it out [here](#).

Coaching: Effective Tool for Performance

Coaching is a method of strengthening the communication between the supervisor and the employee. This tool can be especially effective when used in conjunction with 1:1 meetings or other designated check-in meetings. Coaching give you and the employee an opportunity to have a conversation on the status, or progress, of previously established standards and objectives. Coaching sessions do not need to be all encompassing of all performance goals, but should cover a couple of the performance appraisal topics or areas you feel require additional focus. Some important things to consider to ensure effective coaching sessions:

- Observe the employees work and consider feedback from others
- When successful, acknowledge what has worked and why
- Advise the employee ahead of coaching sessions
- Openly discuss solutions and come to agreement on action plan
- Schedule follow-up meeting(s) to track/measure results
- Document the coaching session

Important Reminders:

1. 9/30/2022: wellness activity completion deadline. Encourage your staff to finish strong!
2. Have you enrolled in [LEAD](#)?

IDOH HR Contacts

HR Nerve Center
[Employee Resources](#)

General HR Inbox
isdhHRmail@spd.IN.gov

Heather Whitaker
HR Director
(317) 605-4323
hwhitaker@spd.in.gov

Nicholas Phillips
Senior HR Business Partner
(317) 233-7620
nphillips@spd.in.gov

Megan Bierl
HR Business Partner
(317) 233-7522
mbierl@spd.in.gov

Andre Wallace
Talent Acquisition Consultant
(317) 233-3320
awallace2@spd.in.gov

Coaching for Improvement: Utilizing Performance Management

Coaching, much like learning, is an ongoing process throughout an employee's career. Employees who receive ongoing coaching and feedback are much more likely to remain engaged and produce a higher level of results. Leaders who are able to provide targeted, continuous coaching to their employees can strengthen their teams, add value to their division and the organization as a whole. INSPD created a self-driven course within SuccessFactors Learning (search by title name), [*Coaching for Improvement: A Primer for Supervisors and Managers*](#), to help new and current supervisors understand the purpose and elements of using performance management and disciplinary action to correct performance and behavior issues of employees in the state civil service.



It is strongly recommended that all Supervisors and Managers complete this training. For information on state employee trainings, [click here](#). For questions, please contact [Nicholas Phillips](#), Senior HR Business Partner.

September Topic Training: HR Basics for Supervisors (Coaching and Performance Management in Part 2)



IDOH HR presented a two-part series on topics that are fundamental for supervisors. Coaching and Performance Management are discussed in detail in Part 2. Each session is 1 hour and 30 minutes in length. These sessions are strongly recommended for new supervisors or those who would like a refresher. Click [here](#) and scroll down to the description section for more information.

Click [here](#) for Part 1.

Click [here](#) for Part 2.

Job Architecture: Profiles Locked Down

As a reminder, almost all job profiles have been finalized and our job bank postings are now locked down to specific changes with the exception of adding a 4-5 sentence Role Overview Statement if you think this would be helpful. Add this to the comment section and HR will incorporate it for you. You are welcome to direct questions about this process to [Heather Whitaker](#) and/or reference the email she sent on August 16 following the August Supervisor/Manager meeting where this topic was presented. Per Cam Rowley, INSPD Performance Management Director, role-based job profiles allow for clarity, consistency, and transparency in role definition and how hiring managers attract, select, manage, and develop talent across different teams, divisions, and agencies. **IDOH began utilizing these role-based job profiles for all new job bank postings effective Monday, 8/22**

*To learn more about the Job Architecture project, visit SuccessFactors Jam > Performance Management > Job Description Rewrite & Competency Assignment Process

DON'T MISS OUT

ON THESE IMPORTANT DEADLINES

SEPTEMBER 30

Premium Discount Deadline

Last day to complete your premium discount activity for the 2023 Premium Discount.

NOVEMBER 30

Wellness Visit = \$100

Results must be visible in the ActiveHealth portal by this day to earn the \$100 gift card.

Dental Cleaning = \$50

Dental visit must be loaded in the ActiveHealth portal by this day to earn the \$50 gift card.

Health Assessment = \$25

Last day to complete health assessment to earn \$25 gift card.

DECEMBER 31

Gift Card Deadline

Last day to redeem gift cards earned in 2022.

LEARN MORE: on.in.gov/Deadlines

IDOH 2022 Wellness	Premium Discount (52%)	Health Assessment (61%)	Wellness Visit (34%)	Annual Physical (50%)	Flu Shots (53%)	Dental Cleaning (40%)
May	11.2%	40.4%	9.5%	6.7%	--	16.2%
June	15.6%	43.5%	9.9%	6.7%	--	16.2%
July	19.2%	46.1%	11.3%	20.2%	--	44.9%
August	29.2%	49.3%	14.6%	24.5%	--	50.9%
September						
October	--					
November	--					
December	--					

STAY INFORMED VIA TEXT MESSAGING

Sign up to receive text alerts about your benefits.

Sign Up



Invest In Your Health

Professional Development: Continuing Education

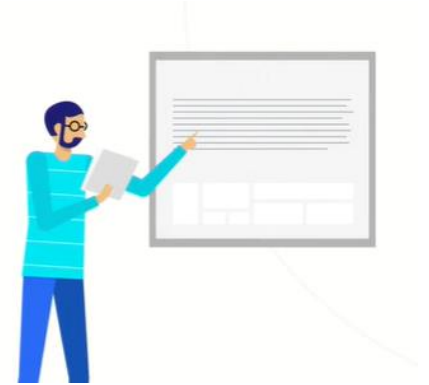
For state employees who are new or have never utilized our LinkedIn Learning account, click [here](#) for help logging on. If you have specific questions or issues, contact [SPD Training](#).

Top 5 Courses Completed by IDOH Employees via LinkedIn Learning/SuccessFactors Learning

1. [Managing Stress for Positive Change](#)
2. [Excel Essential Training](#)
3. [Being Positive at Work](#)
4. [Developing Your Emotional Intelligence](#)
5. [Interpersonal Communication](#)

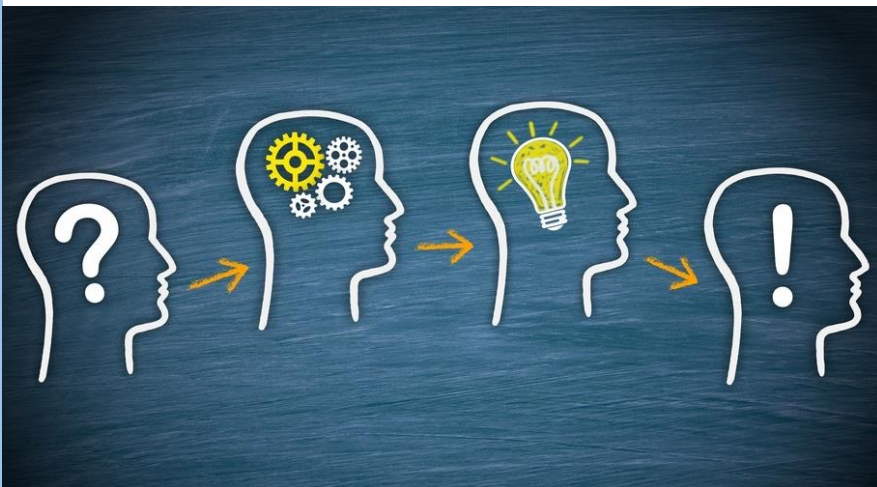
September Spotlight: [Coaching Skills for Leaders and Managers](#)

Leaders who provide targeted, ongoing coaching to their employees can strengthen their team and add value to their organization. In this course, leadership expert Sara Canaday shares the differences between managing, training, and coaching, and provides managers with coaching models and skills to support the development and growth of their employees. Sara presents the business case for coaching, explores common coaching challenges, and explains how to provide feedback and set goals.



If you are interested in learning more about improving your coaching skills, complete the coaching learning path, found [here](#). This path dives into other aspects of coaching such as coaching through difficult situations and persuasive coaching.

Professional Development Utilization: [LinkedIn Learning](#)



Good News: Since 2019, IDOH employees have completed 531 courses!

Trending News: Since our last issue, we have increased our IDOH participation in LinkedIn Learning to 22% of current staff. We still have an opportunity to urge the other 78% of our staff to start taking advantage of this free professional development option.

Solution: IDOH has certainly had a busy few years; however, as leaders, it is critical we encourage and promote a culture of

continuous improvement through learning and development. These efforts are supported by the Governor's recent Next Level **WHOLE Policy**. Permit your employees to engage in learning and development activities relevant to their jobs during compensable work hours and recognize them for their efforts. It is a great idea to assign an annual professional development goal. For example, the goal could be "Find and complete at least one LinkedIn Learning course relevant to each of your assigned competencies. Course title, course description, and competency relevancy must be shared with supervisor via email. Completion deadline is 12/1/2022."

HR Metrics: Data Driven Look at IDOH and the State of Indiana

Time To Hire (goal <20 days/mo)

Definition: Application Date to Initiate Offer Approval.
This is called the "candidate experience."

	Jan	Feb	Mar	April	May	June
IDOH	43	48	35	21	37	28
SOI	36	32	26	26	38	27
	July	Aug	Sept	Oct	Nov	Dec
IDOH	28	36				
SOI	27	23				

Vacancy Rate (goal <25%/mo)

Definition: Percentage of Positions Vacant

	Jan	Feb	Mar	April	May	June
IDOH	17	17	17	18	17	16
SOI	--	--	--	--	--	19
	July	Aug	Sept	Oct	Nov	Dec
IDOH	15	16.8				
SOI	19	20				

YTD Turnover (goal <18% annual, voluntary)

Definition: percentage of voluntary resignations, retirements, transfers out as compared to hires and rehires

	Jan	Feb	Mar	April	May	June
IDOH	1.7	4.5	6.6	9	11.2	12.2
SOI	1.96	3.63	5.48	7.71	9.34	10.85
	July	Aug	Sept	Oct	Nov	Dec
IDOH	13.4	17.2				
SOI	12.5	14.3				

	2019	2020	2021
IDOH	16.34	15.1	24.2
SOI	12.9	12.63	19.18

Recognition (YTD)

Spot Bonus (budget \$81,800/FY)	75 bonuses / \$43,800
Remote Work (excl. field staff)	247 participating
Education Reimbursement	21 reimb / \$55,993.20
Referral Bonus	4 eligible applications

Performance Mgmt: 2019-2021

	2021	2020	2019
Exemplary	37	24	15
Exceeds	284	248	144
Successful	394	456	545
Other*	58	107	99

* < Successful and staff hired after Oct. 1st

SPD Resources:

Benefit Information

[SPD Benefit Website](#)
1(855) 773-4647, option 1
spdbenefits@spd.in.gov

Talent Acquisition

1(855) 773-4647, option 2
jobs@spd.in.gov

Worker's Compensation

Short Term Disability
1(855) 773-4647, option 3

SPD Employee Relations

[Employee Relations Website](#)
1(855) 773-4647, option 4

Family Medical Leave

[Family Medical Leave Website](#)
1(855) 773-4647, option 4

Training Opportunities

[SPD Training Website](#)
spdtraining@spd.in.gov