



HR Source

MONTHLY PUBLICATION FROM HUMAN RESOURCE SERVICES



Special EAP Offering: Strategies for Stress Management

We all experience stress from time to time. Some of it is “good” and some, we call “bad.” Most of us could benefit from adopting effective strategies for managing the stress that comes our way. During this presentation from the Employee Assistance Program, presented by Tiffany Wentz (MA,

LMHC), we will:

- Explore what stress is;
- Learn how our bodies respond to stress;
- Identify ways to effectively manage stressful situations;
- Provide information on resources and supports available to you.

MODERNIZATION

State Income Tax Project Updates

Prior to the implementation of Workday, it wasn't feasible to withhold state taxes for employees living outside Washington. The

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BENEFITS

Open Enrollment: November 1–30, 2021

Open Enrollment is the one time each year when you can make changes to, and enroll in, certain benefits for the upcoming plan year. Additional details, including information on changes to the LTD and FSA ben-

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Gameday Parking

Friday, Nov. 19, weeknight home football game will bring parking changes.

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Benefits Fairs and Presentations

Annual HCA Benefits Fairs will be held virtually this year. Visit by computer, tablet, or smartphone at any time through the end of November.

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Inclement Weather

Fall and winter are around the corner! [Brush up on inclement weather policies.](#)



Nominate for Crimson Spirit!

[Find more info on the HRS website.](#)



Paydays

Wednesday, Nov. 10
Wednesday, Nov. 24



LEARNING OPPORTUNITIES

Upcoming Instructor Led Courses

You may be required to log in with your WSU network ID and password.

- [Business Policies, Procedures and Records Retention](#)
- [Coaching the Van Driver](#)
- [Faculty Recruitment Basics](#)
- [Hostile Intruder Training](#)
- [International Student & Scholar Services: Workplace Immigration Compliance](#)
- [Interpersonal Communication in the Workplace](#)
- [LGBTQ+ Ally Training](#)
- [Public Records and Records Requests](#)
- [Staff Recruitment Basics](#)
- [Understanding Conflict](#)

Featured Online Course

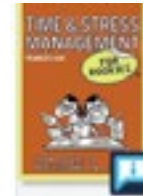


[Controlling Conflict, Stress & Time in a Customer Service Environment](#)

Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable, leading to conflict and stress. The customer service representative (CSR) who aims for service excellence can improve customer relationships by understanding the emotional needs of each customer and adapting to how they communicate. In this course, you'll learn how to identify and resolve conflict,

negotiate with customers, and develop strategies to better manage time and stress, and you'll explore how a positive approach and attitude can benefit client service (CS).

Featured Online Book



[Time and Stress Management for Rookies](#)

Time & Stress Management for Rookies will help you learn how to handle everyday pressures so that—whatever you are—you can get the most out of your time and achieve your goals. In this Summary, we discuss the salient points of the book based on our interpretation of its contents.

Open Enrollment

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enefits, can be found on the [HRS Open Enrollment webpage](#) or in the [PEBB For Your Benefit October newsletter](#).

Changes can be made online through Workday. Step-by-step instructions, important information on upcoming benefit changes, and many other resources can be found at the HRS Open Enrollment website.

During Open Enrollment, benefit eligible faculty and staff can:

- Change medical and/or dental plans.
- Reinstate previously waived coverage without proof of loss of coverage.

- Waive eligible family members from their coverage.
- Enroll eligible family members without proof of loss of coverage.
- Enroll or re-enroll in a Flexible Spending Arrangement (FSA) and/or Dependent Care Assistance Program (DCAP) for 2022.
- Change medical premium deductions to pre- or post-tax (IRC Section 125).
- Change tax status of a domestic partner or dependent (IRC Section 152) by completing the Declaration of Tax Status form.
- Re-attest to the Spousal Premium Surcharge Questionnaire.

Benefits Fairs and Presentations

The annual HCA Benefits Fairs will be held virtually this year. You can [visit the virtual benefits fair](#) by computer, tablet, or smartphone at any time through the end of November to access videos, webinars, downloadable content, and other information to help you choose the right benefits.

HRS Benefits Staff and the HCA will be holding a variety of webinars addressing Open Enrollment, the new option available under the FSA benefit, and the LTD auto-enrollment into the disability coverage. ■



State Income Tax Project Updates

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State Income Tax Project delivers a software solution supporting the automatic reporting of state income taxes for WSU paychecks, a welcome change for many employees at WSU who live outside Washington. Starting in January 2022, state taxes will be automatically withheld from employee paychecks. Check out the [project website](#) for a timeline and FAQs. ■

Friday, Nov. 19, Weeknight Home Football Game

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The Pullman campus will maintain regular operations on Friday, November 19, 2021, when Cougar Football plays University of Arizona in a home game that kicks off at 6:00 PM at Gesa Field in Martin Stadium. In order to ensure the University's academic enterprise is fully operational and to accommodate the crowd for the game, faculty, staff and administrators will be provided as much flexibility as possible to carry out their duties, manage classes, and address employee work schedules. To allow for game-related parking, faculty, staff and students must remove their vehicles from affected parking lots no later than 1:00



PM on Friday, November 19, 2021.

For more information, refer to the [HRS Frequently Asked Questions](#).

For questions regarding game day parking, visit [Transportation Services](#).

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