MILWAUKEE COUNTY

HR Update

June, 2013

Harassment Awareness

Many managers and employees across the County have participated in a new Harassment Awareness Training program being rolled out for all departments. This training will be available for you to participate in throughout 2013. If you have not already attended, please talk with your supervisor or Human Resources representative to find a time that works in coming months. We want to maintain a work environment that is free of harassment of any kind, and building awareness through this training is an important step. Thank you for your commitment to this im-

New Resource for Employees

Over the next few weeks, a new employee handbook will be published. Your manager or HR representative will ensure you either receive a hard copy or an electronic link to it. This document is a helpful resource if you have questions about general policies and practices at the County, and will be updated regularly. Please contact your department's HR representative with any questions.

Summer Is Upon Us

Along with the warmer weather we are experiencing, it is tempting to start wearing clothing styles that may not be entirely appropriate at work. Please take this opportunity to review your department's policies on work attire to ensure you continue to adhere to these expectations. Remember, the impression you make on others begins with your appearance -- please use good judgment and dress in a manner that is appropriate to your work surroundings and suited to your job. Thank you!

Service with a Smile: Telephone Etiquette

Good telephone etiquette is an essential skill for the polished communicator. The following tips for calling and leaving messages will ensure you are viewed as a professional, considerate, and articulate caller:

- ⇒ **Avoid** eating, chewing gum, or drinking while on the telephone
- ⇒ Put a **smile** on your face with your greeting – Good Morning, Good Afternoon
- ⇒ **Identify** yourself by stating your full name and the area you are representing
- ⇒ Remember to **smile** and **project** your voice
- ⇒ **Ask** the person if this is a good time for them, and if they are busy, offer to call them back
- ⇒ Take **notes** during the conversation for future reference
- ⇒ Say "**please**" if you are requesting something from the person you are calling
- ⇒ Last – **thank** the person you have called and make sure you **follow through** on what you say you will do