



LookOut

May 31, 2002

Volume 6, Issue 11

ORS Mission:
We deliver pensions related benefits and services to promote the future financial security of our customers.

ORS Vision:
Fast, easy access to complete and accurate information and exceptional service.

ORS Calendar

June

State Employees Board Meeting 6th
Pension Pay Date 25th

July

4th of July Holiday 4th
State Employees Board Meeting 11th
State Police Board Meeting 18th
Public School Employees Board Meeting 25th
Pension Pay Date 25th



Oasis: A place where people on a journey can pause ... refresh ... and prepare for the next leg of their journey.

May's All-Staff Meeting was "An Afternoon at the Oasis" where we paused to look back at the many changes we've weathered, and looked ahead to the changes we face. We also learned some tactics for how to not only weather change, but to come out the stronger for it.

After an opening welcome by DMB Director **Duane Berger**, ORS Director **Chris DeRose** reviewed where we have been and where we are headed with Vision ORS. He then invited **Ed Jacobson**, an ORS consultant and core member of the Vision ORS Change Management Team, to explore why continuous change is taxing, and the personal skills and attitudes that can help us to cope.

Using lecture, stories, and group discussion, Ed helped us identify the impacts of constant change; understand the concept of resilience; recognize resilient behaviors (as opposed to resistant behaviors); and

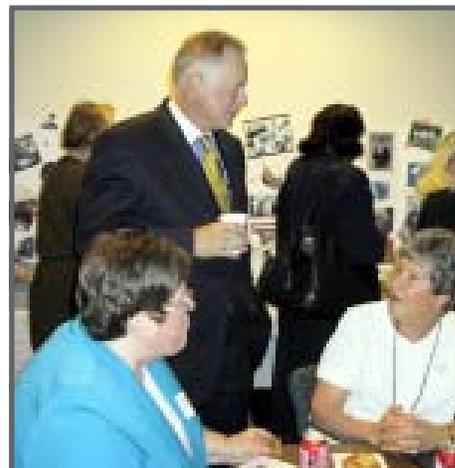
Resilience is the Topic at All-Staff Meeting

◀ All-Staff Meeting guest speaker Ed Jacobson guides staff in recognizing resistance vs. resilient behaviors.

find ways to increase our personal resilience thresholds.

In concluding, Ed promised to compile the resilience ideas generated during the meeting. Included as an insert in this issue is his post-meeting recap consisting of 27 "resilience practices" offered by the groups. This can be used as your own personal resilience checklist.

We thank Ed for being our guide and sharing his valuable insights during our oasis.



Duane Berger mixes with Nancy Zalewski and Margo Keeler at the All-Staff Meeting.

Six Weeks to Wellness - Every Body Wins!



The Chuckle Challenge provided a chance to tickle our funny bones. Participants completed 10 activities to improve their laughter factor, and be entered in a raffle.

Above, **Joyce Buchanan** shows off her prize of green tea. Other winners were **Christine Greenlee** (Rocky & Bullwinkle book), **Lynn Stowell** (Milton Berle videos), **Brucette Regan** (Ma & Pa Kettle movie), and **Charmaine Collings** (mini jigsaw puzzle).



Exercise poker, a game where 6W2W participants earn a poker card for meeting their maximum exercise points each week, took place on Wednesday, May 29. **Sarah Zielaskowski** (at left, and above second from left) pulled out a full house and took her choice of prizes: a t-shirt and exercise video. Other winners were (left to right above): **Brucette Regan** (t-shirt and video), **Angi Hamilton** (portable chair), and **Sue DeBor** (beach towel). **Carol Wheaton** (not pictured) won a badminton set.

Another year of Six Weeks to Wellness has come to a close, once again a big benefit for all participants. With the play-by-play scoring each week, so many people who received exercise poker cards, and the number of brain boosters (mind-teasing puzzles) handed in each week, we can safely say it was success. Let's all continue with our newfound habits, making us healthier, happier ORS employees.



The overall winning team was BoMbSheLLs, comprised of **Mary Anderson, Brucette Regan, Lynn Stowell, and Sarah Zielaskowski**. Their 1,658 points were only 166 points shy of the maximum possible, and they each won a set of comedy videos for their extraordinary efforts. The second place team, Chickies, comprised of **Kim Gilbert, Marcia Mahoney, Paula Webb, and Carol Wheaton**, won folding camp chairs for their 1,587 points. **Steve DeBor, Sue DeBor, Lisa Schmidt, and Ann Schneider's** team Schmart About DeBody won beach towels for winning third place, with 1,581 points. The overall individual winner was **Christine Greenlee** who won a Three Stooges film festival. Above, Marcia, Ann, Sarah, Sue, and Brucette show off their prizes.

Trust in the Workplace

DMB Leadership, Board of Directors, and Consulting Councils across all theme areas are devoting time and resources to build trust in the workplace. ORS Executive Process Owners **Chris DeRose**, **Laurie Hill**, and **Phil Stoddard** echo the idea of trust, and participated in training that focused on building trust and the value it adds to an organization.



During the training, DMB leaders defined and committed to five objectives that build trust in the workplace: (1) Be honest. (2) Do as you say. (3) Delegate appropriately. (4) Regularly seek input and listen to employees. (5) Celebrate accomplishments and learnings. A flyer displaying these objectives is posted in each of their offices as a reminder of their commitment.

To continually work on building leadership behaviors that support a high trust workplace, each leader works with a DMB "trust buddy." The role of a trust buddy is to provide ongoing encouragement, support, and feedback on observed trust behaviors and to review progress with one another regularly.

Our leaders throughout DMB are devoted to building trust in the workplace with behaviors that make a difference. Chris states, "My sense is that trust is something you earn. It takes time, effort, honesty, and patience, and an ability to see things from the perspective of the other person. It is hard work, and it is easy to lose, but it is probably the most important ingredient of a successful organization, family, or team."



ORS will soon be saying goodbye to 19 coworkers who are taking advantage of the Early Out opportunity. For the next several months, the LookOut plans to share each Early Outer's memories, retirement plans, and words of wisdom. In this issue, we feature the first to take the leap:

Denice Hansen: Regrets? Too Few to Mention

Being in the retirement business, we've all observed that most people approach retirement with a degree of trepidation. It's a major life change filled with uncertainties. ORS Early Outers are no exception, particularly as they're leaving years of gratifying work and close friendships.



But you'll find little hesitancy or uncertainty in the first Early Outer to hit the door (running!)—Denice Hansen. Ever since the governor's proposal became public in February, Denice hasn't stopped grinning. Her last day at ORS is June 7.

Denice has worked for the state nearly 36 years, almost 8 years with ORS. Prior to joining us, she worked for the Department of State's Driver & Vehicle Services, Automotive Regulation, and Data Processing. At ORS, she's been invaluable handling computer applications scheduling and security in the Process Support Unit.

Denice has been spending the last few months between here and Cheboygan, Michigan, where she and Tom, her husband of almost 32 years, have a second home on Lake Huron. Ask her about filling 40-some boxes of fabric (no, they were not small boxes) in preparation for their permanent move to

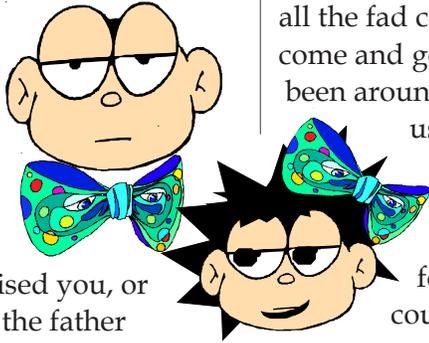
Cheboygan, and you'll get an idea of some of her plans for retirement. Quilting, anyone? She definitely does not plan to seek other employment, saying she'll be way too busy quilting, boating, traveling, and just enjoying life. It's nice to see someone so purely and expectantly joyful about life's next stage. Denice leaves us with this: Always try to keep your sense of humor.

On those days when we're at risk of losing our humor, we'll remember yours, Denice. We'll miss you, and wish you the best!

Father's Day

In honor of Father's Day (June 16), EMPAC says let's find out just how much you resemble your dad.

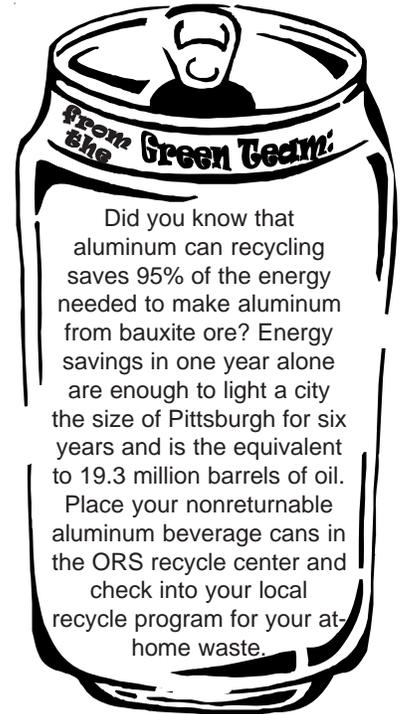
Bring in a picture of your padre (your biological father, the father who raised you, or whoever was the father figure in your life) so your coworkers can guess which papason belongs to what ORS employee. EMPAC will post the picture along with the names of the ORS employees who are honoring their father by bringing in a photo. Then we'll



all try to match them up, with prizes for the most matches.

Tacky Tie Contest. Aside from all the fad clothing that has come and gone, tacky ties have been around forever (and it's usually on a man we know)! If you have a really tacky tie bring it in for display! You could win a prize if your coworkers vote it the tackiest tie!

Bring a picture of your father and/or your tacky tie by **Thursday, June 6 to Sue DeBor or Andrea Starmer**. The contest will run Monday, June 10 through noon Friday, June 14.



Did you know that aluminum can recycling saves 95% of the energy needed to make aluminum from bauxite ore? Energy savings in one year alone are enough to light a city the size of Pittsburgh for six years and is the equivalent to 19.3 million barrels of oil. Place your nonreturnable aluminum beverage cans in the ORS recycle center and check into your local recycle program for your at-home waste.

SAY CHEESE ...

Don't forget to have your picture taken for the Crossroads Photo Board in Central Perk on June 6, 7, 10, and 12. Sign up at F:Staff/Schrauben/PhotoBoard/Photo Sign-up.

ORS Leaders Host Early Out Barbecue

ORS's Executive Process Owners, Business Process Leaders, and Business Process Owners hosted a scrumptious barbecue in appreciation of staff efforts on the Early Out implementation. At left, Andy Daignault shows that it's nothing but the best for ORS. At right, Deb Mosher doesn't let rain hamper her grilling expertise. Thanks much!

