



WORKFORCE CONNECTIONS

QUARTERLY NEWS ON TRAINING & PERSONNEL TOPICS FOR CITY & COUNTY EMPLOYEES

Preparing for an Emergency

As you know, all City and County of San Francisco employees are designated by both State and City law as Disaster Service Workers (“DSW”). This means that in the event of a declaration of emergency, you may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. In meeting this obligation, it is important that you and your family are prepared in the event of an emergency so that you are able to respond as a DSW if required.

This month marks the anniversary of the Loma Prieta earthquake (also known as the “Quake of ‘89”). Now is a good time to review your earthquake safety plans and emergency kits at the office and at home. Although there is more that you can and should do to prepare yourself and your family for an earthquake, the following are some basic but essential steps you can take.

At Home

- ◆ Do a “hazard hunt” for items that might fall in your home during earthquakes and secure them to the wall or floor.
- ◆ Make sure all members of your family know how to protect themselves no matter where they

are when an earthquake strikes (e.g., in their car, at home, at the office, etc.) and regularly practice “drop, cover and hold on” with your family.

- ◆ Make sure your family members know the best escape routes from your home and where to meet after the shaking stops if your home becomes unsafe.
- ◆ Designate an out-of-area contact person who can be called by everyone in the household to relay important information in case local phone lines are down or otherwise become overwhelmed.
- ◆ Have a flashlight (check the batteries at least once a year) and a pair of shoes under everyone’s bed in case there is an earthquake during the night.
- ◆ Get a fire extinguisher for your home, making sure that you and your family know how to use it.
- ◆ Make sure you and your family know how and when to turn off the gas, water, and electricity to your home.
- ◆ Create/refresh your emergency supply kits for the home. After a major disaster or earthquake, it may take at least 72 hours (3 days) to restore vital services such as water, gas and electricity. Make sure that you consider your family’s specific needs (medications, walking aids, spe-



cial diets, etc.) and store enough food and water (at least one gallon per person per day) to sustain each member of the family for at least 3 days and ideally for 2 weeks. You should also keep some cash in your emergency supply kit.

- ◆ Create/refresh your emergency supply kit for your car (including first aid supplies, tennis shoes and warm clothing), and be sure that your gas tank is always at least half full.
- ◆ Take into account the special needs of children, seniors or people with disabilities, family members that do not speak English and pets.
- ◆ Keep copies of essential documents (e.g., identification, insurance policies and financial records) with your disaster supplies kits in a secure, waterproof container.

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A Note From The Director

The elections are fast approaching and there are many campaigns of interest to City employees, including candidates running for statewide and local offices, as well as the numerous propositions. Exercising our First Amendment rights of free speech through the ballot box is a key component of our government and I hope that you will take advantage of this opportunity to express your opinions.

At the same time, as City employees, we must recognize the various legal restrictions we have in the use of City resources for political activities. These restrictions include not only City resources such as email, equipment and supplies, but also City time. You may be surprised to learn that there are also guidelines for political activities that apply even during an employee's personal time.



For more information about the rules and guidelines, see the City Attorney's Good Government Guide for 2010-11 online at: <http://www.sfcityattorney.org/Modules/ShowDocument.aspx?documentid=686>

— Micki Callahan



Emergency Preparedness

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At the Office

- ♦ Make sure you are not at risk of large items falling on you during an earthquake.
- ♦ Know the escape routes from your office and your office's designated meeting place.
- ♦ Make sure you know your department's emergency response protocol, including to whom you should report in the event that an earthquake occurs both while you are at the office and during non-business hours.
- ♦ Keep an emergency go-kit in your desk. Your go-kit should include any needed medications, tennis shoes,



warm clothing, water, etc.

Remember—what we do now, before an earthquake, will determine what our lives will be like afterward. For more information on how you can protect yourself and your family, go to www.72hours.org or <http://www.shakeout.org/>. For more information about your role as a DSW, go to www.sfdsw.org. †

— Jennifer Johnston

Managing Writing

Ever thought of writing as a management process? If we agree that writing is a person’s thoughts inscribed on paper, and that management is the control or care of a person or thing, I think we can also agree that the combined meanings offer a solution for those who dread the task of writing. Most business writing is filled with effective informative language that addresses a problem, offers a solution, or brings issues up for debate. Kenneth W. Davis, PhD, author of *The McGraw-Hill 36 Hour Course: Business Writing and Communication* developed 12 steps that itemize the dos and don’ts of business writing.

Dr. Davis urges that the writer must become manager of the writing process from start to finish. He states that “through your experience in business and in life, you’ve learn to manage: to manage people, to manage money, to manage time.” In other words, Davis believes that the dreaded task of writing can be managed just like any other business activity. Davis insists the following 12 steps will allow you to produce dread free effective business writing:

1. Manage your relationship with the reader
2. Manage with purpose
3. Manage your information
4. Manage your structure
5. Manage your drafting
6. Manage your internal writer and editor
7. Manage your paragraphs
8. Manage subjects and verbs
9. Manage sentence economy
10. Manage word choices
11. Manage your spelling, punctuation, and mechanics
12. Manage the evaluation process of writing

These steps build on the idea that man-

aged writing structure applied with consistency deliver better reports, proposals, grants, emails, online content, and letters. Dr. Davis combines knowledge and experience with other writers and communication experts to show the amazing benefits of these steps.

So what’s in it for me? On December 14, 2010, Workforce Development will begin offering *Managing Your Business Writing*, closely following the 12 step model.

This class goes beyond the fundamental writing skills learned in our *Business Writing* class.

Managing Your Business Writing is an interactive one day workshop that will give you the results you need to earn your next promotion. This training is open to anyone interested in improving their business writing knowledge. The class will apply all of the 12 steps to a team building business proposal writing exercise, in which teams will plan, design, and write proposals. Please visit the Workforce Development website to register. If your department is interested in a customized workshop, please email your question to Paul.Williams@sfgov.org or call 415 557-4829. †

— Paul Willams



... the dreaded task of writing can be managed just like any other business activity

24-PLUS Graduates

New Supervisors & Managers August 10 –12, 2010



Experienced Supervisors & Managers September 14—16, 2010



Workshop Schedule

For a list of dates and times of 24-PLUS and other trainings available through DHR, you can access the Training Calendar online by going to:

SFGov
> DHR Home page
> Employee Training

In addition a full calendar of all the training programs is available, should your department need a workshop for a team, contact the Workforce Development team at (415) 557-4840.

Tuition Reimbursement

Employees may utilize funds provided by their applicable MOUs every fiscal year for tuition, internal or external training programs, professional conferences, professional association memberships, and desired licenses relevant to the employee's current classification.

SFGov
> DHR Home page
> Employee Training
> Tuition Reimbursement—select the form appropriate for your classification

Funds are drawn down as requests for reimbursement are submitted.

Your Learning Roadmap

As trainers, we are convinced that there are essential competencies (non-technical) that are critical to your success. Recently we designed a training ladder that provides you with a roadmap for your individual development at each level of the organization. These competencies are the most fundamental skills, not the only ones, and many of these competencies involve the ability to work well with others. In training and development these skills are often referred to as soft-skills (as opposed to technical development being hard-skills). What is ironic is the fact that, when all is said and done, most of us experience soft-skills as more difficult to master. In addition, these skills should be viewed as building blocks. For example, supervisors need to be competent in all subjects at their level and below.

customers in a public sector environment will be very important. This in turn requires great communication skills and the ability to manage your emotions successfully. Customer service in the public sector is not simply about pleasing customers (it is hard to please someone when we are asking them to pay their taxes, or get a proper building permit). Hence, at a minimum, we would recommend that all employees receive training in customer service, crucial conversations, and emotional intelligence.

Finally, while we always hope that you will find your way to our training organization, what is most important is that you are provided the opportunity to develop these skills. This training ladder, should give you some good ideas about what to learn next!



— Teri Jourgensen

Let's just look at one level. As a new employee, developing your skills in handling



Reasonable Accommodations Case Clinic

Beginning January 2011
Every third Thursday of the month
EEO staff will be available to re-
view reasonable accommoda-
tions cases.



Contact Linda Simon, Director of the EEO Division, at linda.simon@sfgov.org or 557-4837 to schedule a consultation. Meetings will be held at the Department of Human Resources, One South Van Ness, 4th Floor.

Slips, Trips, and Falls

The most dangerous activity at work is.....walking! More people get injured on the job while simply walking than doing anything else. Yes, hard to believe that something so relatively easy could cause so much injury. And because it is an activity that people do not only on the job but at home, on the golf course, even while on vacation, it is an activity that is also taken for granted. People don't pay much attention to how they are walking, where they are walking or how they are walking. They get out of their chairs or cars and just walk! The big challenge is figuring out how to get people to pay more attention to their walking and therefore reduce the number of accidents that occur. What is it about walking that makes people pay so little attention? Talking requires less effort but people pay a lot more attention to their talking than they do their walking.

Lack of attention to walking can be catastrophic. Resulting slips, trips and falls can lead to very serious injury and perhaps even death! Think about the last time you fell down. Maybe you didn't suffer a serious injury but how close did you get to actually having one? It happens so fast and the next thing you know, you are

heading for the ground. Wow! Scary and embarrassing at the same time, that's how a slip, trip or fall can be.

So, some tips: pay attention, watch where you are going, wear the appropriate shoes for where you are walking, and make good use of your eyes in checking the terrain of where you are walking. And please, watch how you are crossing the street. Getting hit by a car comes from "contact with" but results in a fall: a big, ugly nasty one, at that. †

— Priscilla Morse

