

New Classes at GSC

The Governmental Services Center (GSC) has two new class offerings for state employees.

EMPLOYEE DISCIPLINE & DOCUMENTATION for state government supervisors provides an overview of best practices in applying and documenting discipline for classified employees in the 18A merit system. Supervisors will understand their responsibilities associated with the progressive corrective and disciplinary process and how to use the process to compel employees to work at their full potential.

Course Objectives:

At the end of this session, participants will be able to:

- Define and distinguish between *corrective* action and *disciplinary* action;
- Identify the types of disciplinary issues;
- Identify the typical steps in progressive discipline;
- Identify the roles of the supervisor, human resources and legal offices, Personnel Cabinet, and Personnel Board in employee discipline; and
- Appropriately document employee performance problems.

CUSTOMER SERVICE is our newest online module and assists employees in understanding what customer service means specifically to state government and how to provide exceptional customer service at the individual and agency level.

Course Objectives:

- The importance of delivering exceptional customer service within state government
- Customers and their needs
- Key elements for creating a culture of service
- The benefits that excellent customer service brings to state government
- Service Recovery

Visit <http://gsc.personnel.ky.gov> for a complete listing of all upcoming classes. Please contact your agency training liaison for registration.

KSU Tobacco Free Campus Policy to Be Implemented in October

The Kentucky State University Board of Regents approved a Tobacco Free Campus Policy at its regular quarterly meeting on Friday, July 26, 2013. Implementation of the policy was originally scheduled for August 1, 2013; however, the administration has made the decision to move implementation to October 1, 2013. A series of meetings will be held to inform the campus community about the new policy.