HR MAGIS
SAINT LOUIS UNIVERSITY HUMAN RESOURCES

April 2013 Monthly Update

HR CUSTOMER SERVICE SURVEY

Thank you for participating in our HR customer service survey in October 2012. Your voice has been heard, and here is what we plan on doing:

- We are creating a more intuitive and easy to use website by applying the 2-click rule.
- We will be adding additional information to our website.
- Check out the HR MAGIS newsletter for important updates and information.
- We are working to provide you with more information about the wellness program.
- We want to provide you with more in-person explanations when policies change.
- We have hired additional support personnel to help us become more responsive to your needs.
- We are using email more to inform you about training opportunities.
- We are working to provide more courses that you would like to see.
- We are adding new recognition opportunities.

Click here to view more details.

POLICY

The Department of Labor (DOL) issued a new regulation expanding Family Medical Leave Act (FMLA) regulations. The Final Rule expands FMLA coverage for qualifying veterans, extends exigency leave for military members and creates a special hours of service requirement to bring certain airline personnel within the FMLA’s eligibility criteria. The key provisions include:

- **Expansion of the definition of a covered servicemember to include certain veterans.** The Final Rule expands the 26-workweek military caregiver leave provision to include leave to care for covered veterans who are undergoing medical treatment, recuperation, or therapy for a serious injury or illness incurred or aggravated in the line of duty on active duty and that manifested before or after the veteran left active duty.

- **Definition of a covered veteran.** The Final Rule defines a covered veteran as a veteran who has been discharged or released under conditions other than dishonorable within the five-year period preceding the date the employee first takes military caregiver leave to care for the veteran. For a veteran who was discharged before March 8, 2013 (the effective date of this Final Rule), the rule excludes the period of time between October 28, 2009 (the FY 2010 NDAA’s enactment date) and March 8, 2013 in calculating the veteran’s five-year period. Definition of serious injury or illness of a covered veteran. Covered veterans may qualify as having a serious injury or illness for military caregiver leave under one of four definitions set forth in the Final Rule.

- **Inclusion of pre-existing injuries or illnesses aggravated in the line of duty on active duty.** The Final Rule expands military caregiver leave to cover current servicemembers with serious injuries or illnesses that existed before the servicemember’s active duty but were aggravated by service in the line of duty on active duty.
• Expansion of health care providers authorized to certify a current servicemember’s or veteran’s serious injury or illness. The Final Rule expands the list of health care providers who can provide a medical certification to support FMLA military caregiver leave to include health care providers who are not affiliated with the military. If a medical certification is obtained from a non-military affiliated health care provider, the employer may request a second (or third) opinion from the employee. The Final Rule retains the provisions that healthcare certifications obtained from healthcare providers associated with the military may not be subject to second and third opinions.

• Expansion of qualifying exigency leave for employees with family members in the Regular Armed Forces. The Final Rule expands the qualifying exigency leave entitlement to employees whose spouse, son, daughter, or parent serve in the Regular Armed Forces, and incorporates the statutory requirement that the military member, whether in the Regular Armed Forces or the Reserve components, must be deployed to a foreign country.

• Certain changes to the categories of qualifying exigency leave, including:
  - Increasing the amount of time an eligible employee may take qualifying exigency leave related to the military member’s Rest and Recuperation to a maximum of 15 calendar days. This leave may only be used while the military member is on Rest and Recuperation leave.
  - Creating a new qualifying exigency category that allows an eligible employee to take FMLA leave for certain activities related to the care of the military member’s parent who is incapable of self-care where those activities arise from the military member’s deployment or impending deployment, such as arranging for alternate care for the parent; providing care for the parent on an urgent, immediate need basis; admitting or transferring the parent to a care facility; and attending certain meetings with staff at a care facility.

For more information on the FMLA updates, view an updated overview on FMLA, view our FMLA policy, or contact Phyllis Basler at baslerpl@slu.edu.

BEST PRACTICES

Competency-Based Interviews

Competency-based interviews, also known as behavioral-based interviews, are the most effective interview approach to demonstrate a candidate’s skills, abilities, behaviors and proficiencies. This type of interview is effective because it focuses on competencies identified for the job. The following job aid, “Steps for Developing Behavioral-based Questions,” is an easy three step outline to develop an effective behavioral-based interview.

Steps for Developing Behavioral-based Questions

Developing behavioral-based questions is essential in the interview process. It helps you assess, and ultimately choose, the most suitable job candidates based on their skills, knowledge, and experience.

<table>
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<th>Step</th>
<th>Example</th>
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| Step 1: List the primary duties and responsibilities of the job | Duties and responsibilities of a sales representative:  
- liaising with customers  
- dealing with customer complaints  
- meeting agreed monthly sales targets  
- arranging delivery dates |
| Step 2: Isolate each task | Dealing with customer complaints  
Meeting agreed monthly sales targets |
| Step 3: Add a behavioral-based lead-in to each task | Dealing with customer complaints  
Describe an instance when you had to deal with a customer complaint. What did you do and what was the end result?  
Meeting agreed monthly sales targets  
Can you tell me about a time when you didn't meet your monthly sales targets? Why you didn't meet them? |

LEARNING & DEVELOPMENT

SkillSoft inGenius: Join our learning community in SkillSoft
Be the 50th user to create an inGenius profile, and win a Billiken T-Shirt!

**Comment on courses, books, videos or resources:**
inGenius enables you to find, share and create knowledge and expertise with colleagues within Saint Louis University. Each course, book, video, etc., provides a link for you to create relevant Comments, as well as Star recommended topics. You can also comment on the comments made by others.

*Click “Comments” located under the launch icon on the resource description. You have a choice to make your comments public to the SLU community or private which will only be visible to you. After typing your comment, select “Create.”*

**Recommend courses, books, videos or resources:**
*Click the star located under the launch icon on the resource description.*

The **recent activity window** will update with comments and recommendations from the SLU community. You can **comment on other users’ recommendations and comments.**

**To view all inGenius activity,** click the “More” button on the recent activity window. The “Show Me” filter allows you to view “All activities,” “My activities,” or the “Activities of those whom I follow.” You can follow specified individuals by clicking on “Following” and typing in their SLU email address.

Click “Join inGenius” on the left hand side of your screen to create your profile. For more on inGenius, click [here](#) to read or [here](#) to view a short video.

**Congratulations to Jessica Lorentz and Jennifer Matteson** for winning the SkillSoft Scavenger Hunt! They both received a $10.00 gift certificate to Crave.

Mission

The mission of the Human Resources division is to administer practices and programs that will attract, develop and retain high performing faculty and staff to advance Saint Louis University’s mission of higher education, patient care, research and service.

**MISSION - ATTITUDE - GUIDANCE - INGENUITY - SERVICE**