



Blackhawk Human Resource Association

April 2005 Newsletter

HR LEADING PEOPLE
LEADING ORGANIZATIONS

**Serve the
Professional,
Advance the
Profession**



In this issue:

- Letter from the President
- Upcoming Program Information
- 2005 BHRA Summer Family Fun Day
- And Much More!

MEMBERSHIP OF



REGISTER FOR
BY MAIL
BY PHONE
WWW.BHRA.ORG

Message from the President

The March BHRA meeting was held on March 8. The activity was “HR Games” a fun and interactive session facilitated by Jackie Swanson, PHR of Scot Forge, and Jennifer Anderson, PHR of Freedom Plastics. The HR Games had four groups compete on their knowledge of HR from the SHRM Learning System used for HR Certification. The winning team each received a \$20 Applebee’s gift card. This was a special occasion because we also hosted 10 students from UW-Whitewater for the Sponsor-A-Student meeting. Thank you to Jackie, Jennifer, members of the UW Whitewater Student Chapter and attending BHRA members for making this a great time for all!

The Annual BHRA Seminar was held on Thursday, March 31. The material was informative and attending members spoke highly of the information they gained in each session. This year’s seminar also included a vendor exhibit where participants were able to freely meet with vendors of HR services to learn more about their services. We extend a huge thank you to Lesa Crawford for leading the development and facilitation of this outstanding event.

BHRA will soon be selecting new members for the Board for 2005-2006. If you have an interest or want to learn more of how you can contribute to the continuing success of Blackhawk Human Resource Association, please contact Jennifer Revels of Bliss Communications at jrevels@gazetteextra.com or Brian Gohlke of Blackhawk Technical College at bgohlke@blackhawk.edu.

Our next meeting is Creating Cultures of Excellence on Tuesday, April 12, 2005. The meeting will be at the Rock County Job Center in Janesville, sign-in is at 11:45 a.m. with lunch and the presentation at 12:00. Rick Piraino, VP of Corporate Services at The Resource Network, Inc. will redefine the role of management and identify the four leadership areas managers must master to create a culture of excellence and become confident in dealing with the confusing variables of human nature. Please mark your calendar to join us for this interesting session.

I look forward to seeing everyone at our upcoming events!

Brian Gohlke, SPHR

BOARD OF DIRECTORS, 2004-2005

President: Brian Gohlke, Director of HR, Blackhawk Technical College
President-Elect: Jackie Swanson, HR Generalist, Scot Forge Co.
Vice President: Jennifer Anderson, HR Generalist, Freedom Plastics
Past President: Jennifer Revels, HR Manager, Bliss Communication
Secretary: Amy Parkhurst, HR Manager, Freedom Plastics
Treasurer: Heather Niles, HR Manager, Mercy Health System

MEETING SCHEDULE FOR BHRA 2004/2005 SEASON

Meeting Date	Time	Location	Speaker	Topic
April 12th	Lunch	Rock County Job Center	Rick Paraino, The Resource Network	Creating Cultures of Excellence
May 10th	Dinner	Dominico's	Milton Perkins, MHRM, SPHR	The Value of Human Capital: Understanding Cultural Nuances

SHRM 2004 Superior Merit Award

From: Boost, Sandy
Sent: Sunday, April 03, 2005 7:05 PM
To: Gohlke, Brian

Brian, congratulations to you and the members of the Blackhawk Human Resource Association on earning a Superior Merit Award for your scope of work during 2004!

In approximately six weeks you will be receiving a formal award letter along with an award certificate and a podium banner with your award designation printed on it.

On behalf of SHRM and the profession, thank you for all of your hard work!

Milton J. Perkins, SPHR, CPC
Director, North Central Region

Sandy L. Boost, SPHR, CAE
Manager, North Central Region SHRM

APRIL LUNCH MEETING

Creating Cultures of Excellence, by Rick Paraino

This meeting is being sponsored by Latreece Sandlin and Florence Haley of Pre-Paid Legal

Please join us on Tuesday, April 12 at the Rock County Job Center for a lunch meeting. Sign-in at 11:45, Lunch at Noon, Presentation to follow. This meeting is a great opportunity to bring your company's supervisors/managers to, the information that is presented will give them performance management theories to apply once they return to work!

Rick Paraino... The author of RPM (Responsibility-based Performance Management), Rick has trained leaders to successfully implement the system and its tools in companies ranging from 30 to 500 employees. Integrating a Masters in Education, with first hand experience as a manager and a business owner, Rick has coached and has developed & implemented customized trainings for company leadership throughout the Midwest.

Research from The Gallup Organization tells us that the relationship with the employees' immediate supervisor/manager is the single most important variable in creating their experience in the workplace. This relationship must be a positive one, if, in the long-term, it is to result in quality work. Invite your supervisors/managers to join you for an introductory presentation with Rick Piraino, VP of Corporate Services, The Resource Network, Inc. He will redefine the role of management and identify the four leadership areas managers must master to create a culture of excellence and become confident in dealing with the confusing variables of human nature.

One of our member companies, Freedom Plastics, has implemented the RPM program at their Florida plant. Here is what some of their team members have to say about the program:

- "RPM is a great system, as a supervisor, it gives me a non-threatening way to approach employee performance issues"
- "I love RPM because it forces the employee to take ownership of his own problems"
- "The RPM system is great because it is not just training supervisors, it creates a system with all the support functions that allow it to work and be sustainable."
- "As an employee I like RPM because I get to take part in the problem solving process"
- "It has really improved the communication between me and my supervisor"

We look forward to seeing many of you on Tuesday, April 12, 2005. To RSVP for this meeting, log on to the website at www.stayinvolved.com/splash/bhra.htm or contact Amy Parkhurst at (608)754-2710, ext. 1279, fax to 608-743-1973, or e-mail to parkham@freedomplastics.com.

Blackhawk Human
Resource Association
Contacts:

President, Brian Gohlke
(608) 757-7773
bgohlke@blackhawk.edu

President Elect,
Jackie Swanson
(608) 676-2288
jswanson@scotforge.com

Vice President, Jennifer
Anderson: (608) 754-
2710
anderj1@freedomplastics.com

Website, Jennifer
Anderson
(608) 754-2710
Anderj1@freedomplastics.com

Newsletter,
Shannon Moe
(608) 741- 3567
s.moe@jobcenter.org

We're on the Web!
www.bhraonline.org

Wisconsin SHRM
www.wishrm.org

National SHRM
www.shrm.org

HR Certification
Institute
www.hrci.org

HR Voice
<http://www.shrm.org/governance/hrvoice>

HR HAPPY HOUR- Won't you join us?

Come and join your HR friends for some informal networking time and unwind from that long day of problem solving! HR Happy Hour will normally be held on the last Thursday of each month. You don't need to sign up in advance. We will send a global email a few days before the gathering as a friendly reminder, and also to verify the location. To best accommodate all of our members, we will rotate between Janesville and Beloit locations. The next event will be held on Thursday, April 28th at a Janesville location to be announced. For more information, contact Jackie Swanson or Jennifer Anderson.

FOUNDATION ARTICLE

Effective Practice Guidelines

If you are like most HR professionals, you probably have trouble keeping up with the latest research findings in human resources. To help make research-based knowledge more accessible, the SHRM Foundation has created a new series entitled *Effective Practice Guidelines*. The guidelines compile and summarize the HR practices in a given area that have been shown to be effective based on research studies. A subject matter expert with both research and practitioner experience distills all relevant findings and expert opinion into specific advice on how to conduct effective HR practice. The first report in the series covers Performance Management and was written by Elaine Pulakos. The report may be downloaded free from the SHRM Foundation website.

The SHRM Foundation: *Investing in Your Future as an HR Leader*

Rachel Steger, PHR
Foundation Director, WI State Council

BHRA ANNUAL SEMINAR

The annual seminar was a great success with approximately 40 attendees, 12 vendor fair participants, and an ending wrap-up with an exceptional motivational/humorist speaker who had the audience laughing throughout the majority of his presentation. Special thank you to Amanda Leyes to assisted with the event and all those that took time out of their busy schedules to attend the seminar which made it an all-around success.

BHRA SUMMER FUN DAY!

SUMMER FUN DAY FOR BHRA MEMBERS, FRIENDS, AND FAMILY

This year as a new initiative in lieu of the annual golf outing, we are planning a Fun Day beginning at 5:00 pm on Friday Night, July 23rd. We will be having a tailgate party, attending a Beloit Snappers Game in box seats, and enjoying a beautiful fireworks display following the game. You are encouraged to reserve that date on your calendar now and watch for more exciting details to come!

April Website Question of the Month

This month's Question of the month is...

What innovative Health / Wellness initiatives do you use to combat the high absenteeism many of us experience this time of year?

Log on to the website at <<http://www.stayinvolved.com/splash/bhra.htm>>, share your feedback, and see what the survey says...

February Website Question of the Month Responses...

You asked, we listened.

One suggestion was made to compile a list of BHRA members that would be willing to exchange training services with other member companies... Great Idea! We will be adding this to our membership forms for next year and compiling the information from there, and will post the information on the website as that comes in. Additionally, you can submit that information to Jennifer Anderson at anderjl@freedomplastics.com. If you are interested in offering your expertise to other member companies at low/no cost in exchange for receiving the same benefit in return and/or in speaking at a BHRA meeting during the next programming year, please e-mail Jennifer what topics you consider yourself an expert on, the amount of time you would be willing to "train" others, and your contact information.

Another request was made to add a section on the website to share best practices. Due to website limitations, the best option for this on the BHRA website is the Message Board that has already been set up. Check it out next time you visit the website and post a question or a best practice to share! A better source for this type of information is the national Society for Human Resource Management website at www.shrm.org. As a national SHRM member, you have access to a wealth of information from fellow HR professionals around the world! There are toolkits, sample forms & policies, best practices, research papers, information on state and national legislation, the list goes on! If you are not currently an SHRM member, I will say that the \$160 annual investment is the best purchase you will make all year.

BHRA 2005 WAGE SURVEY

Take the survey! The 2005 Wage and Benefit Survey.

BHRA will be co-sponsoring the 2005 Wage and Benefit Survey with Rock County Development Alliance, Alliant Energy, Forward Janesville and The Greater Beloit Chamber of Commerce. The survey results will bring you current information on the pay rates of selected jobs and the fringe benefits practices of employers in the greater Rock County area. Your invitation to participate will be coming to you soon.

Astron Solutions, a New York firm providing human resources consulting services, has been contracted to administer the survey. The survey will be delivered in convenient Excel spreadsheet format allowing you to work on it as *your* time permits.

Your participation is important! Member organizations of all co-sponsors are encouraged to participate. Participants in the survey will receive the survey report at no cost. Member organizations that decline participation, but would like a copy of the survey results, may purchase the report for \$50. Non-member organizations may purchase the report for \$100.

We look forward to your cooperation in completing the 2005 Wage and Benefit Survey. The final survey report will be distributed to you on-line in Adobe Acrobat format.

Questions about the survey can be directed to Lori Rhead, Beloit College, 608-363-2630.

BHRA BOARD MEMBER RECRUITMENT

We are recruiting for new board members for BHRA. If you are interested in becoming a BHRA Board member, please submit a letter of interest to Jenny Revels, Past- President. Include information regarding your background in HR, your interests, and why are you are interested in being a board member. The vote for the new board members will occur at the May meeting. Letters of interest must be received no later than April 30th.

Letters may be mailed to: Jenny Revels, Bliss Communications, P.O. Box 5001, Janesville, WI 53547, faxed (608) 755-8393 or emailed to: jrevels@gazetteextra.com.

General Board Member Responsibilities:

Each Board position has a specific position description. However, here are some general requirements that should be considered before deciding to run for office.

- Be an active Board member. This includes attending chapter meetings and board meetings. It also includes being prepared for Board meetings, asking critical questions, and helping the Board come to agreement in making decisions that affect chapter membership.
- Know or build your knowledge about our chapter, SHRM, and its governing by-laws. Learn about SHRM and its role with your chapter. An SHRM Leadership Guide will be provided to all Board members to assist you with this.
- Stay informed of trends in the field of human resources and timely issues affecting your chapter.
- Abstain from activities that may appear to create a conflict of interest. Follow the SHRM Code of Ethics.
- Be willing to provide contacts and resources to help our chapter grow and develop as an organization.
- Maintain confidentiality, as appropriate, of chapter Board issues and membership data.
- Be a chapter member in good standing. SHRM membership is not required (except for chapter presidents), but is strongly encouraged.

Benefits of being a board member:

- The chance to make an impact and assist in the development of our chapter and the HR profession.
- An opportunity to be recognized as a leader in the field of human resources.
- Hours spent as a volunteer leader can be counted toward re-certification hours for HRCI.
- The opportunity to apply for an Area Foundation Scholarship. Each Area (6) will award up to \$2,500 to individuals who apply for a scholarship for either an academic (university education, classes, tuition, etc.) scholarship, or for a certification scholarship.
- An SHRM volunteer leader is eligible to take the certification exam under the Pay-if-You-Pass policy for a fee of \$50, if in one of the following chapter volunteer leadership roles:
 - Chapter Presidents
 - Chapter President-Elects
 - Chapter Certification Chair/Director
 - Faculty Advisors to Student Chapters

Please direct any questions concerning the Pay-If-You-Pass policy to HRCI at 1-800-283-7476.

- The chance to attend SHRM's Leadership Conference in November. Conference is FREE for Chapter President OR President-Elect. Other board members pay only \$150. Accommodations are FREE if you meet the requirements above.

If you have any questions regarding this information or you would like to get more information about a specific Board position, please contact Jenny Revels, Past-President.

Thanks again for considering the donation of your time and effort to assist your chapter become the best that it can be. We congratulate you on your interest in and willingness to serve our chapter and our profession.

HR TIPS

Keep Repeating Your Management Mantra

Submitted by: Jackie Swanson, PHR

From the Maine Employment Law Letter

You have a long list of items to accomplish this year. Here's one item you can mark off your list right now: being Mr. or Ms. Popular.

It might not be written on your notepad, but is the desire to be well liked hovering in the back of your mind when you're trying to accomplish other tasks? If you're doing your job right, it's just not going to happen, so let's remove the pressure up front.

1. You don't have to be most popular!

You know HR folks simply aren't the most beloved people in the office. But if you continue to hope that everyone will like you regardless of the policies you have to enforce or the personnel actions you have to take, well, you aren't alone, but you're probably not being realistic.

You're always going to be making someone angry because you're the one who makes the tough calls. Someone will always think of you as the hatchet man because you're the one who has to let people go. Even if a termination wasn't your decision, you're the one who communicated the news.

So let it go. Sure, sometimes you'll be popular – like when you announce an extra holiday or hand out paychecks and bonuses. But you're too tied up in the messages you have to deliver to do your job effectively if you're concerned about being popular. Resolve to remember that it's the message they're angry at, not you. Do your job to the best of your abilities even when it makes people angry.

2. Don't vent with co-workers!

This reminder applies to anyone in the workplace, but it's especially important for HR people. Remember, you're the one who communicates official policies – regardless of whether you agree with them.

Other employees will let you know if certain policies don't please them, and they will probably gather with their co-workers to complain about the latest edict from the company. It's important that you don't join in - and, in fact, that you don't give any indication that you agree with their complaints.

If you disagree with a policy, you can talk about it with your supervisor, but you can't communicate your unhappiness to your workforce. If you're disgruntled or upset and need to vent, make sure you do it at home.

3. Nagging's part of the job.

You probably hate to do it and your employees probably hate that you do it, but nagging is a necessary function of your position. How else will you make sure employees get their health insurance sign-up forms in on time or that employee handbook acknowledgment forms are returned?

It's part of your job to perform those functions, so realize that you need to do it and don't worry. If you've given up on being the most popular kid in the class, nagging becomes less problematic.

4. Bottom line...

By now you get the point - you must remember that your job isn't the most glamorous position or the one that wins the most accolades. But you also should remind yourself that all the apparently thankless tasks you perform are actually very necessary to the success of your business.

If there are days when you don't think anyone appreciates you, remember that goes with the job. Rest assured that everyone who has ever given the matter any thought knows that you're crucial to the smooth workings of your office.



2005 Education and Certification Scholarships

Now Available for SHRM Members

The SHRM Foundation Regional Scholarship Program is a flexible awards program designed to assist working SHRM members in meeting their professional development goals. Individuals may apply for either an Education Scholarship or a Certification Scholarship, and applicants may specify the amount of money they are requesting up to \$3000.

Application Deadline: May 15, 2005

Who May Apply: National SHRM professional, general and associate members pursuing a college degree or working towards PHR or SPHR certification are eligible to apply. SHRM student members and local-only members are *not* eligible for these awards. Chapters and state councils may also apply for scholarship funds to support certification-training programs.

Award Amount: Individuals may request any amount that meets their educational needs up to \$3000. For example, if your organization does not reimburse you for taking the certification exam, you could request a scholarship for the amount of the exam fee. Or if you are working on your master's degree and your tuition reimbursement does not cover your full college costs, you could request a scholarship to cover the additional expenses. The number of scholarships and the individual award amounts will vary depending on the number of applicants and their financial needs. A total of \$6000 in scholarship money is available for each SHRM region, and a total of \$30,000 will be awarded nationwide in 2005.

How to Apply: Visit http://www.shrm.org/foundation/2002_scholguidelines.asp or <http://www.shrm.org/foundation> to print out an application and to learn more about the scholarship program.

These scholarships are made possible by your generous donations to the SHRM Foundation.

Thank you for investing in your profession!

CAREER OPPORTUNITY

WHAT CAN YOU BUILD AT THE HOME DEPOT? With a new store opening on average every 48 hours, **The Home Depot** is seeking individuals who are passionate about creating or broadening a career with a company that is experiencing unprecedented growth.

We are currently seeking **Human Resources Manager** to join our ever-growing company in the Clifton, NJ store.

Minimum Qualifications

- Must be eighteen years of age or older
- Must pass the Drug Test
- Must pass the Background Check
- Must pass pre-employment tests if applicable

Education Required - The knowledge, skills and abilities typically acquired through the completion of a high school diploma and/or GED.

Years of Relevant Work Experience - 3

Physical Job Requirements - Most of the time is spent sitting or standing in the same location or there may be a need to stoop regularly or move/lift light material or equipment (typically less than 8 pounds).

Additional Qualifications - Ability to work a flexible, 55 hours per week schedule.

Preferred Qualifications

- Bachelor's degree preferred
- 3-4 years HR Generalist experience
- 2 years management experience

Position Purpose

Manage HR Review Process Results including total store attrition, diversity in the store, effective wage management and Associate survey results.

Major Tasks, Responsibilities and Key Accountabilities

Organization Effectiveness

- Drive the store's HR Review process to accurately assess talent.
- Coordinate Associate surveys and assessments as necessary.

Staffing

- Manage the hiring process to ensure compliance with all applicable law and policy.
- Forecast and analyze workforce planning data and provide feedback to management team.
- Execute store's staffing strategy focusing on proper full-time to peak-time ratio, certified specialists, diversity and demographics.
- Recommend final candidates for job openings with start rate proposals to store manager for approval.
- Assist with external recruitment including targeted salaried managers as necessary.

Training, Learning and Development

- Effectively execute Associate training programs in the store.
- Assess training needs and quality of store's training delivery.
- Ensure training is provided on AR/HR issues.
- Ensure store management including associates in supervisory capacity is trained on Title VII (US) and relevant Federal, State and Local employment laws.
- Ensure that each Associate has an opportunity for training and development.

Performance Management

- Drive the review process for consistency, fairness, timeliness and effective utilization of payroll to maximize store performance.
- Coach and provide input to other managers and supervisors to provide quality, timely and consistent reviews.
- Ensure proper payroll administration and effective wage management with store manager.

Career Development

- Ensure that each Associate has an opportunity for career development and understands his/her growth opportunities.
- Ensure that other managers and supervisors are developing strong Associate game plans and are consistently following up on those game plans.
- Work with store management team to identify and develop talent.

Employment Practices

- Proactively maintain a positive Associate relations environment and support the Open Door policy.
- Handle Associate issues and facilitate in-store resolutions that are fair and consistent.
- Work with Division HR Manager and Employment Practices Manager to investigate and coordinate the handling of associate issues and concerns to maintain a positive work environment and support the Company's goal to attract, motivate and retain a high-performing diverse workforce.
- Make decisions regarding counseling and termination of associates.

Benefits and Healthcare Management

Ensure proper administration of benefits information including healthcare, 401K, ESPP, worker's compensation, Associate services, and The Homer Fund.

Workplace Initiatives

- Manage internal communication in the store.
- Responsible for all District, Division, and Atlanta SSC communication including Merchandising, Operations, Store Meeting, Town Halls, and Breakroom communication.
- Ensure that the store has active Team Depot and Wellness programs.

To apply for this position, please visit our careers website at: www.careers.homedepot.com
Only applications received via this online application process will be considered.

The Home Depot offers competitive compensation, bonus plans plus excellent benefits including Medical, Dental, Vision, 401(k), Tuition Reimbursement, Stock Plans and more. We are an equal opportunity employer and a drug-free workplace. The Home Depot is committed to a diverse workforce and encourages bilingual associates to apply. Equal Opportunity Employer.

If you know a human resource professional that would be interested in joining our association, please spread the word! We can all benefit from each other's experience!

If you have anything you would like to submit to the BHRA Newsletter, please contact Shannon Moe at the Rock County Job Center at (608) 741-3567, or email s.moe@jobcenter.org.