

AUGUST 2015 NEWSLETTER



ROGUE VALLEY
SHRM



Message from your President

Hello SHRM Rogue Valley Members,

August is upon us, time to celebrate the last few weeks of summer. How's your summer winding up? Maybe you'll start the back-to-school shopping marathon, or maybe you're planning a summer farewell trip to Disneyland or maybe even your last camping hurrah for the season. Whatever you choose to do to wrap up your summer, your RV SHRM Chapter is hard at work trying to bring our membership content relative to the ever-changing HR landscape. Keep reading and see what we've been up to recently.

Top News

- Keep an eye out this fall for the Southern Oregon Safety Conference. ASSE is once again partnering with RV SHRM and offering a full HR Track. Last year we were awarded 13 HRCI Credits for this event, this year we'll submit for both HRCI and SHRM credits. If you haven't attended before, this is a wonderful way to bring Safety related content and information back to your HR Departments and meet and greet the wonderful Safety folks in the valley. Keep watching our website for more info as it becomes available.
- Again, I wish to offer congratulations on all our members who have received their SHRM Certification so far this year. Whether you have the HRCI Certification or the SHRM Certification or both, we're proud to have you

affiliated with Rogue Valley SHRM! If there is anything else you would like to see on the website, or a great program topic, or even an HR related question, please feel free to contact us, we're here to serve.

Respectfully,

Tanya Haakinson, PHR, SHRM-CP
President, SHRM-Rogue Valley Chapter



August Program An HR Professionals Guide to Gaining a Seat at the Leadership Table

In the world of HR, it's not just about finding the best people—it's about finding the best people, at the lowest cost, with the lowest possible attrition and the best possible performance. The next generation of HR leadership is not about completing transactions—it's about helping drive the CEO and executive teams to great decisions using the language they understand best: numbers! The strategic HR leader is expected to come to the table with hard data that impacts the bottom line.

To provide support as a true business partner, HR must have the ability to communicate with top management using hard data that impacts the bottom line. In order to be effective and be a true business partner, the HR department must not only measure activities (the tactical level) but more importantly, the HR

department must execute and measure the HR deliverables that are strategically important. By being able to show the value of HR to an organization, HR leaders can get a seat at the executive leadership table and truly impact the overall success of an organization.

Date: Wednesday, August 19, 2015

Networking: 7:30 am to 8:00 am

Workshop Time: 8:00 am to 10:00 am

About the Presenter: **Jeannette Trumm** is the Human Resources Director for Neuman Hotel Group, a Southern Oregon hospitality group that owns and operates the Ashland Springs Hotel, Inn at the Commons, Lithia Springs Resort, Ashland Hills Hotel, Larks Restaurant and the Waterstone Spa.

Jeannette has 15 years progressive experience in all facets of Human Resources with a Master's Degree in Business Administration (MBA) with a focus on Human Resources Management and a Professional of Human Resources (PHR) certification from the Human Resources Certification Institute (HRCI). Jeannette is also an adjunct professor at Southern Oregon University teaching Strategic Staffing for the undergraduate business program.

Meeting Location: Smullin Health Education Center/ Lecture Hall #1
2825 E. Barnett Road
Medford, OR 97501

Cost: \$10.00 per member / No charge for first time guests and students

\$15.00 for non-member

Credits: SHRM credits available
HRCI Business credits available

RSVP To: Julie Carr @ julie.carr@blackstoneaudio.com

Website: www.shrmroquevalley.shrm.org

Sharing Tools to Develop Better Leaders

~ By Patricia (Trish) Forde, SPHR, GPHR, SHRM-SCP

To those of you HR professionals and managers who are looking for ways to develop your managers/supervisors into better leaders, there are some good tools available to help your folks get there. John Quincy Adams once said, "If your actions inspire others to dream more, learn more, do more and become more, you are a leader." That's what businesses need today to be successful ... good leaders.

As you know, being a manager is not the same thing as being a leader. Leaders must have *willing* followers which doesn't happen by accident. Yes, there are born leaders, but most of us become better leaders by learning from our mistakes and building our people skills.

With that in mind, here is a tool that can help you improve your first line managers and supervisors by having their subordinates fill out this survey and turn it in to HR. The survey identifies how the manager/supervisor scores in the core capabilities of: INVOLVING, EMPOWERING, GUIDING and DEVELOPING of their direct reports.

Of course, feedback can be skewed by employees who have a personal dislike of a manager, however, you will get a good picture of how the manager/supervisor is viewed by their direct reports and what areas of development they need in order to get the best performance from their subordinates by conducting this brief, easy survey.

You can circulate the survey by paper or by utilizing SurveyMonkey, distributing it to employees and providing a deadline "respond by" date. Give it a try and see what valuable feedback you get

Note: This is a confidential survey, so the employee does not fill out his/her name, they just fill out the manager/supervisor's name and then turn it in to HR ... or via SurveyMonkey.



My Manager/Supervisor is _____ (*Insert Name or initials of Manager*)

As an opportunity to help your manager/supervisor improve their performance, please give your manager/supervisor a score on how well he or she does in the following core capabilities:

	(Circle score)	Never	Seldom	Sometimes	Often	Always
INVOLVES		1	2	3	4	5
1. Seeks and Responds to Feedback		1	2	3	4	5
2. Collaborates with employees to solve problems		1	2	3	4	5
3. Gives credit to others		1	2	3	4	5
EMPOWERS						
4. Avoids micromanaging		1	2	3	4	5
5. Holds employees to high expectations		1	2	3	4	5
6. Incentivizes performance		1	2	3	4	5
7. Recognizes performance		1	2	3	4	5
GUIDES						
8. Models ethical behavior		1	2	3	4	5
9. Provides constructive feedback		1	2	3	4	5
10. Directs task completion as needed		1	2	3	4	5
11. Leads by example		1	2	3	4	5
DEVELOPS						
12. Creates a mentoring relationship		1	2	3	4	5
13. Builds employee skills		1	2	3	4	5
14. Challenges employees with opportunities and independence		1	2	3	4	5
TOTAL SCORE:						

Score Interpretations Guide

Score above 56:

Manager/supervisor often applies the skills that include the four core capabilities. These managers should help mentor newer managers in your organization.

Score 43-56:

Manager/supervisor demonstrates many of the core capabilities. Leverage their strengths and take steps to develop their skill gaps in lower-rated core capabilities.

Score 29-42:

While manager/supervisor does some things well, they are not doing all they can to support employee engagement and improve employee performance. Focus development on the low scoring categories, continue to evaluate results and build from there.

Score 28 and Lower:

Skill deficiencies are detrimental to morale and contribute to poor performance and/or high turnover of employees. You may need to reassess your leadership development program and reassign this individual to a non-management role or consider termination of the employee as he/she is not contributing to your organization's success.



DONATE YOUR GENTLY USED CLOTHES TO A GOOD CAUSE
Workforce Readiness Report, by Kathryn Reinhardt, Director

CAREER CLOTHING FAIR SPONSORED BY:



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ROGUE VALLEY
S H R M

If you've been in the work world for a while, chances are you've gone on many interviews, changed careers a time or two and may have experienced an unexpected job loss first hand. Sometimes it takes a while to get "back in the saddle" after a job loss and land that next position or make that career move. For many, it's a struggle to find appropriate clothing for the interview or the job often due to financial pressures. Those financial pressures prevent our neighbors from finding items needed to "dress to impress" or "dress for success".

As a sponsor of the Southern Oregon Career Clothing Fair, we're asking you to help us strengthen our local work force by making a donation. Bring your gently use clothing in good condition to the next three (3) Rogue Valley SHRM program events and you will be entered into a drawing for a Dagoba Chocolate Rainbow Bag (\$26 value). For each work item you bring, we will give you a raffle ticket to enter the drawing. Eligible donation items are slacks, jeans, t-shirts, suits, blouses, dresses, skirts, men's attire and shoes. Donations can be brought to the RV SHRM August and September programs at the Smullin Health Education Center and the Brunch/Lunch-n-Learn program next week at the Access - Olsrud Center for Learning.

No Credits

February 18, 2015

8:00 - 10:00 am

Active Shooter/Workplace Violence

Presented by Jeff Gedding from Boise-Cascade

HRCI & SHRM Credits awarded

March 18, 2015

8:00 - 10:00 am

Diversity Roundtable

Presented by Trish Forde, SPHR, GPHR, SHRM-SCP

Human Resources and Safety Manager, The Hershey Company

SHRM Credits awarded

HRCI Credits pending

April 15, 2015

8:00 - 10:00 am

Workforce Investigations/ Drug Use in Workplace

Presented by Michelle Robison

Human Resource Manager, Carestream and

Trish Forde, SPHR, GPHR, SHRM-SCP

Human Resources and Safety Manager, The Hershey Company

SHRM Credits awarded

HRCI Credits pending

May 20, 2015

8:00 am – 4:00 pm

Annual Legal Seminar

Presented by attorneys from Barran Liebman, LLC

and Jennifer Bouman-Steagall

June - No program

July 22, 2015

8:00 - 10:00 am

Strategic Negotiation Techniques

Presented by Allen Cabelly, SPHR

Professor, Portland State University

Executive Director and Founder , Portland Leadership Institute

August 19, 2015

8:00 – 10:00 am

Seat at the Leadership Table

Presented by Jeanette Trumm

Human Resources Director, Neuman Hotel Group

September 16, 2015

8:00 – 10:00 am

Are you talking to me?

Presented by Jennifer Bouman-Steagall

SHRM Credits awarded

HRCI Credits pending

October 21, 2015

TBD

November 18, 2015

TBD

December - No program

Last year, the **Society for Human Resource Management (SHRM)** launched their own certifications for the HR profession; called the SHRM-CP and the SHRM-SCP. Over the past number of years certification was attained through HRCI (PHR, SPHR, HRBP, HRMP)

In order to allow our membership the opportunity to choose the path that is right for them we will be offering a study group in the fall for 2015 for the HRCI Certification and in 2016 for the SHRM certification. Due to the response of our members, the 2015 HRCI Certification will be a blended learning opportunity based online with only two “in person” study sessions. The group study will include remote discussion sessions, testing, and materials for study.

The 2015 Study Sessions will begin in September 2015 and run through the first week of December (12 weeks). To sit for the HRCI Exam this winter, you will need to register at: <http://www.hrci.org/apply/application-process>.

To receive information or sign up for the study session, please complete the survey at: <https://www.surveymonkey.com/r/975DVPQ>

If you have questions – please reach out to Theresa Morris our Certification Director for 2015.

CAREER OPPORTUNITIES



Payroll Specialist

The BBSI Payroll Specialist is a key member of business unit that consults on a broad range of organizational and management issues. The primary objective of the Payroll Specialist is to process perfect and timely payroll, and provide solutions to improve payroll processes and systems for our clients and BBSI.

This person must demonstrate strong business acumen, and possess an entrepreneurial spirit with a genuine desire to proactively and consistently deliver value to our clients and internal teams.

REPORTING RELATIONSHIPS: This position reports to the Area Manager and works in partnership with other positions within the business unit, branch, and corporate office.

DUTIES AND RESPONSIBILITIES:

- Act as business owners' advocate
- Drive Tier movement within client companies
- Run perfect and timely on- and off-cycle payrolls for multiple client companies
- Become an expert in BBSI payroll, timekeeping and HRIS systems and identify systems options to achieve better results for clients
- Perform on-site client payroll training and implementation planning
- Perform EFTs, aging follow up, net calculations, EDD benefit audits, and benefits billing administration
- Identify client reporting needs and develop and prepare reports
- Data entry and file maintenance to include employee on-boarding, changes and terminations
- Other duties and responsibilities as assigned

CORE TRAITS/COMPETENCIES:

- Results-oriented, accountable and highly organized
- Strong client service orientation
- Business-owner empathy
- Stakeholder mentality
- Embracing of change
- Innately curious
- Highly ethical
- Detail oriented and quality driven
- Understanding of economic environment and effect on business

SPECIAL REQUIREMENTS:

- Minimum 5 years of payroll experience – ideally in a fast-paced, demanding environment
- Customer service experience strongly preferred
- Systems orientated including proficiency in MS Excel
- Knowledge of wage and hour laws and taxability of wages
- Effective communicator with individuals at all levels within an organization
- Professional appearance and demeanor
- Exceptional time management skills and ability to work under minimal supervision
- Bachelor's or associate's degree; CPP or FPC designation preferred but not required
- Possession of a valid driver's license with automobile insurance meeting BBSI criteria
- Some overnight travel

If you meet the above requirements, we welcome the opportunity to learn more about you. Please mail, or drop off, your cover letter (with salary requirements) and resume to:

BBSI Area Manager, Southern Oregon
3512 Excel Drive, Suite 107
Medford, OR 97504

For more BBSI information, visit us at
www.barrettbusiness.com

Asurion, Klamath Falls

www.asurion.com

The Human Resources Business Partner (HRBP) is responsible for consultation to a Customer Care call center related to: staffing, employee relations, leadership development, training, compensation, and organizational development. The HRBP will manage Human Resource programs that support business objectives and will provide input to the strategic direction not only for the particular site, but also for enterprise-wide initiatives.

Client and Team Support

- Dedicates the majority of time to the following, key areas:
 - Organization diagnosis, solution design and management of change initiatives
 - Uses employee survey data and other human capital metrics to develop retention and engagement strategies for the client group.
 - Partners with training & development teams to shape and implement leadership development interventions for the client group.
 - Lead or supports annual workforce planning, including providing internal client-specific requirements related to recruiting
 - Lead or support the deployment of the annual performance management process, including goal setting, ratings calibration, and performance coaching
 - Lead or supports the deployment of annual rewards processes, including merits, bonuses, recognition, and stock option grants
 - Lead or supports annual talent review processes
 - Manages client-specific measurement and reporting for priority people and organization performance metrics
 - Manages headcount requests and approval process and works with recruiting to support candidate selection, as requested/directed
 - Works with internal communications to support function-specific communications efforts, as necessary
 - Addresses employee relations issues not addressed by the Employee Resource Center or Employee Relations team, which may include issue resolution, employee and management counseling, and performance improvement as needed

Project & Other Cross-Functional Responsibilities

- Represents the Care function in HR planning sessions and initiatives
- Manages projects or participates as a team member for selected function-specific or multi-function HR initiatives

Qualifications:

- BS or BA in Human Resources, Organizational Development, or related field
- PHR, SPHR, or GPHR certification preferred
- MBA or Master's Degree in Management or Organization Development preferred
- Minimum 5+ year's related experience in Human Capital/Human Resource Management
- Experience in Change Management preferred
- Strong orientation toward metrics and data-driven decision making
- Strong employee relations experience
- Proficiency in accessing HRIS systems, preferably PeopleSoft or WorkDay.
- Strong understanding of performance measurement
- Excellent interpersonal and communications skills
- Solid Microsoft Excel and PowerPoint skills
- Ability to strike appropriate balance between company, customer, and employee needs strong problem solving, collaboration, coaching, influencing, and facilitation skills
- Demonstrated ability to produce results in a high volume, fast paced environment preferably in a fortune 1000 company



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