

Montana State SHRM Conference
PRESESSIONS
May 15, 2013

Steve Puckett

Steve is currently serving as Manager, Virtual HR Services, for Express Employment Professionals International Headquarters in Oklahoma City, OK. Having worked in the human resources field for nearly 30 years, Steve brings a wealth of practical experience to his role at Express. He works closely with Express offices and their clients in the U.S. and Canada providing advice, guidance and training on a variety of HR related issues.

Steve is a member of the Society for Human Resource Management and holds the designation of Senior Professional in Human Resources (SPHR). In addition, he is a member of the Oklahoma City Human Resource Society and is on the Executive Board of the OKC Metro Area Employer Council having served that organization as both Chairman and Vice Chairman.

Essential Skills for Supervisors and Managers

Employees without strong leadership rarely function well as a team. And, surprisingly, the majority of supervisors and managers receive very little training before they are put in charge. Ensure your supervisors and managers know how to effectively manage their employees in this educational and interactive seminar.

The following topics will be covered:

- Title VII - Age & Race Discrimination, Americans with Disabilities Act (ADA)
- Interviewing
- Communication Styles
- Generational Differences
- Listening Skills
- Coaching/Counseling
- Empowerment & Praise
- Supervisor Strategies
- Performance Plans
- Handling Conflict
- Problem Employees and Discipline
- Harassment

Participants will discover how to become better supervisors and managers by learning how to enhance their communication skills, how to provide praise and feedback, how to listen more effectively and how to deal with employee conflict. This training is a must for new supervisors or managers and is a good refresher for anyone who has been in one of those roles for a while.

Lynn Weddle

Lynn Weddle currently serves as the Regional Director for Operational Excellence and Project Management for a Providence Health and Services in Western Montana. The service area includes St. Patrick's Hospital in Missoula, St. Joseph Medical Center in Polson, and a number of ambulatory clinics within the Providence Medical Group. Lynn has four years in this role, and has facilitated a number of improvements across both clinical and business service lines. She is also very involved in designing and improving the approach to continuous improvement.

Prior to taking a full time hospital-based position, Lynn worked as the Director of Lean Healthcare South Carolina and as a Technical Specialist for the South Carolina Manufacturing Extension Partnership. She delivered consulting assistance in the areas of productivity improvement, material flow and scheduling, lean manufacturing, and quality problem solving.

Ms. Weddle has worked in the automotive manufacturing industry in the areas of production, quality and customer service and has over 20 years of experience with hands-on implementation of the Toyota Production System (Lean) tools and techniques in a variety of industries and businesses. Ms. Weddle is certified as a lean trainer and Professional Business Advisor by NIST and is a certified instructor for the Lean Healthcare West reView© program. She holds a bachelor's degree in Industrial Engineering and Operations Research from Virginia Tech and a master's degree in Manufacturing Management from GMI Engineering and Management Institute.

Overview of Lean and Continuous Improvement Focusing on HR

This session will provide an overview of "Lean", the methodology and culture that has moved Toyota into the position of largest automotive manufacturer in the world, and more importantly, will also cover continuous improvement and its role in a high performing organization. Participants will learn to identify waste in their own processes, learn to design improved processes, and then to design and conduct a rapid cycle test to validate a proposed process change. We will mix hands-on exercises with lecture in order to develop some level of competency with the tools. Participants should be able to apply the concepts of lean, waste elimination, and process redesign immediately to opportunities "back at the office."

**2013 Montana State SHRM Conference
May 16 & 17, 2013**

**Lisa K. Horn
Co-Leader, SHRM's Workplace Flexibility Initiative
Senior Government Relations Advisor**

Lisa Horn serves as the Co-Leader for SHRM's Workplace Flexibility Initiative and partnership with the Families and Work Institute (FWI). She is responsible for the overall direction and execution of the Society's partnership with FWI, including outreach efforts to SHRM affiliates, development of products and services for the membership, and coordination with SHRM's public relations campaign, We Know Next.

As a respected source for research and trend data on flexible work environments, Lisa is one of SHRM's primary spokespeople on workplace flexibility, regularly interviewed by the media and sought out as a speaker for human resource audiences. Lisa also oversees the organization's workplace flexibility public policy efforts and advises on the Society's workplace flexibility educational offerings.

Prior to joining SHRM in 2004, Lisa worked for the U.S. House of Representatives under former Representatives Bill Barrett (R-NE) and Tom Osborne (R-NE). A native Nebraskan, Lisa began her career as a senatorial aide in the Nebraska Legislature, while completing a Bachelor of Arts degree in Political Science from the University of Nebraska-Lincoln.

***WORKPLACE FLEXIBILITY: THE NEXT IMPERATIVE FOR BUSINESS SUCCESS
AND HR LEADERSHIP (#105388)***

Workplace flexibility has become a key business strategy to leverage the talents and skills of today's increasingly diverse, aging, and multi-generational workforce. In this session, you will learn how flexible work arrangements such as job sharing, flexible scheduling, phased retirement, and telecommuting can drive employee engagement, productivity, retention, and benefit your organization's bottom line. You will also examine key HR strategies for implementing flexibility as well as legal issues to consider. And you will hear about new resources and opportunities as a result of SHRM's partnership with the Families and Work Institute, including the "When Work Works" initiative.

Jeff Lanza

Jeff Lanza was an FBI Special Agent for over 20 years. He investigated corruption, fraud, organized crime, cyber crime, human trafficking and terrorism. He appears regularly on the Fox News Channel and has informed the public on other national programs including the Today Show, Good Morning America, Dateline and Larry King Live, among others. He is passionate about keeping people and organizations safe from risk and has presented to thousands around the globe. His clients include many Fortune 500 companies. His latest book, "*Pistols to Press*", has received critical acclaim from national media figures. Jeff loves talking to audiences the world over, but is most comfortable in his home city, where he serves as a certified Kansas City barbecue judge.

Crisis Communication

Description:

We live in an age of instant mass communication from traditional media and the viral spread of information through social media. Returning to normalcy from a state of crisis is often dependant on how information is communicated to various stakeholders. This workshop will enable and empower human resources professionals to communicate effectively with key stakeholders, minimize the spread of false and damaging information and, ultimately, shepherd their organization through a time of crisis.

Learning Objectives:

Following the presentation, the audience will be able to:

1. Implement proven techniques to respond effectively to demands for information from internal and external audiences.
2. Humanize their organization and their communication in times of crisis through the development of key themes and messages.
3. Be able to effectively control the dissemination of information through social media during crisis situations.

Key Points Covered in Presentation:

- Message development and delivery
- Handling tough questions
- Twelve steps for a successful crisis communications
- How to be the first and most credible source of information to all your stakeholders

Leadership Ethics

Description:

This presentation will help professionals in all fields to develop, inspire and maintain a culture of integrity in their organizations. While chronicling failures of integrity from the cubicle to the corner office, Mr. Lanza provides a positive framework for hiring employees with high integrity and creating an environment which helps ensure that company personnel maintain their moral compass. Real FBI case examples help the audience understand the root causes of unethical behavior and to facilitate the achievement of corporate goals at all levels with employee's morality and integrity intact.

Workplace Violence Prevention

Description:

It is an unfortunate fact that, on average, not a week goes by without news media coverage of the latest workplace homicide. Many believe that the acts of violence in the workplace are random and unpredictable, when in reality, many cases are completely preventable. This presentation provides large and small employers with the tools they need to prevent workplace violence and keep their business safe.

Learning Objectives:

Following the presentation, audience members will be able to:

1. Avoid hiring people that may be prone to violence
2. Better recognize the warning signs that lead to workplace violence and how to intervene when these signs exist.
3. Use protocols for dealing with problem employees that will be less likely result in confrontational behavior.
4. Use non-threatening verbal and non-verbal techniques during employee confrontations.
5. Use protocols for termination less likely to result in violent behavior.

Key Points Covered in Presentation:

- Warning signs that can lead to workplace violence
- The importance and role of a crisis management team
- How to handle terminations
- Signals to look for in hiring employees who may be prone to violence
- Crafting a good workplace violence policy
- How to respond to an incident should it occur

Christina Lechner Goe, J.D.
General Counsel, Department of Insurance
Montana State Auditor's Office
Helena, Montana

Christina Lechner Goe joined the Montana Department of Insurance as an attorney in August 1999, and is currently the General Counsel for the department. Her job duties focus primarily on health insurance and privacy law, the regulation of insurance companies, and drafting legislation and administrative rules. Previously, Ms. Goe worked at the Montana Attorney General's Office and at the Santa Clara County Public Defender's Office in San Jose, California. She is a member of the California State Bar (1980) and the Montana State Bar (1995). Ms. Goe received a BA in history from Stanford University in California and a JD from Santa Clara University in California.

Health Care Reform (HCR)

With the Patient Protection and Affordable Care Act (PPACA) largely surviving the courts and many of its features already law, employers and employees alike have been adjusting to the new reality of health care in America. But some of the biggest challenges are to come.

Overview of mandates and requirements now and those that are effective 2014 for group health plans. Where is Montana on the Health Care Exchange, how will it work. How does HCR work – employers coverage / fines; employees coverage / penalties. What do I need to know and when do I need to know it?

Marc Scow

Marc is a speaker, trainer, facilitator, coach, & mediator who has worked since 1976 with individuals and groups throughout Montana and the world.

Marc's approach is active and engaging; experiential and skill building. For Marc, work as well as life is play! That's not to discount or minimize our struggles and pain, but calls us to continually draw a larger perspective.

Marc brings an upbeat attitude and spirit to whatever he's doing. Participants leave his sessions with tools & skills...confidence & focus for the future.

managing change with heart & humor

...people don't fear change, they fear loss...

OVERVIEW

A workshop that talks about the inevitability of change, and how to work with change, rather than against it! The session will focus on managing and leading change relevant to any setting, environment or audience. In addition, there will be special focus on applying change leadership principles and strategies to real life scenarios.

TRAINING CONTENT

Change is the Only Constant!

- Life at the Speed of Change
- Key Change Principles – “Ah-hahs! & Insights!”
- Creating an Atmosphere for Change

What Happens to People During Change?

- Understanding the Seven Dynamics of Change
- Phases of Transition through Change
 - Denial
 - Resistance
 - Exploration
 - Commitment
- How to Adapt, Manage & Lead through Each Phase
- Mastering Transitions

Change Management Practicum

- Real Life Cases
- Putting “Principles” into Action!
- Practical “on-the-job” Skills
- Smorgasbord of Tips, Strategies and Techniques
- Personal Action Plans & “Takeaways!”

Curtis Midkiff

Director of Social Engagement Society for Human Resource Management

In his role as the Director of Social Engagement for the Society of Human Resource Management (SHRM), Curtis Midkiff provides strategic leadership and direction to various departments at SHRM in their efforts to maximize the potential of social media to achieve their departmental and organizational goals.

He also works closely with SHRM chapters and state councils across the country, providing them assistance and social media training. In addition, he is a recognized thought leader on the subjects of social media strategy for brands as well as social media applications in the areas of recruiting, and personal branding. His expertise has been featured in a range of media outlets including ***MSNBC.com, Bloomberg, Forbes.com, The Wall Street Journal and the New York Post.***

Curtis has over 15 years of experience in communications, marketing and new media strategies. Before joining SHRM in April, 2010, as its "social media guy," he served for five years as the Chief Marketing Officer for JCM Enterprises.

Curtis has a BA in English from Morehouse College and an MA in Political Management from George Washington University.

MAKING SENSE OF SOCIAL MEDIA AS A TOOL FOR HR PROFESSIONALS

What is social media? How do I use it to become a more effective HR professional? To tweet or not to tweet? This informative workshop addresses these and other key questions on the minds of HR professionals. The workshop will provide an introduction to social media and an overview of the various tools being widely used, while providing advice on how HR professionals can take the lead in the strategic use of social media at their organizations.

Karl Jones

Karl has over 30 years of management experience in the private, military and public sectors. He has seen first hand what works and the challenges that have come along the way. Karl has developed leaders throughout his career and he brings practical and straight forward tools to enhance leadership skills as a Management Advisor with Organizational Insight.

Developing Leaders & Managers / Next Generation Coaches

Developing Leaders and Managers is a strategic part of aligning the human resources (capital) with an organization's strategic planning process. Participants will be given tools to identify needs of future leaders and managers; methods to assess current skill levels and a practical approach to skill development. This process will be part of developing and implementing a succession plan. Karl will explain the value of and what it means to be a Next Generation Coach along with selecting, implementing and evaluating programs to support our next generation through workplace opportunities to meet the dynamic needs of the work force and the organization.

Jim Nys

Jim Nys, PHR - Jim Nys is the President and Chief Human Resource Management Consultant for Personnel PLUS! Consulting Services, Inc. He provides assistance in Selection and Recruitment, Performance Appraisal, Personnel Policy Development, EEO/Affirmative Action, Wrongful Discharge and Management Training for a wide variety of businesses throughout the inter-mountain west. Nys has well over 30 years experience in personnel management working for the State of Montana and, since 1987, as a private consultant. Nys holds a Masters Degree from the University of Montana and has, since 1991 taught graduate classes for four different Universities and several community colleges. He holds the highest recognition in public speaking awarded by Toastmaster's International and is certified as a "Professional in Human Resources" by the Society for Human Resource Management. He was chosen as the 1999 Business Education Leader by the Montana State Council of the Society for Human Resource Management. Nys also serves as an expert witness in employment litigation matters.

Legislative Update

Jim will be presenting on the developments in the legislature from the state and national level in the area of Human Resources. Participants will learn more about the developments in the Legislature from the State of Montana and National level and how the proposed bills may change how we conduct Human Resource Management in the state of Montana. They will learn how the bills and trends affect their organization and how they conduct business. If Human Resource Managers understand these proposed bills, they can assist their organization in strategic planning and influence the fate of these bills.

Walt Stasinski

I was born the son of hard-working Polish immigrants who came to the U.S. with not much more than the clothes on their back. My father worked hard in a foundry to bring the American dream to his family. I didn't start talking until I was three years old. By that time, my parents were ready to take me to a specialist. Ironically, here I am now, a professional speaker. I guess I'm trying to make up for lost time.

After earning a Masters Degree in Education from Wayne State University and a Masters Degree in Public Health (MPH does not stand for miles per hour) from The University of Michigan, I began my real education, in the school of hard knocks. My early "speaking" career began as a teacher and football coach at Wayne State University. This is where I learned how to motivate and inspire. I also found out that people learn more when they're having fun, so I use humor to get the message across to my audience. I have my personal reasons too. Let's face it, life is just a lot easier with a smile on your face and a hearty belly laugh.

I enjoyed my success at Wayne State. I even won a football championship, but after a number of years I was eager to find another growth opportunity. I found it in the healthcare industry. I directed programs at hospitals including the Wellness Initiative for 10,000 employees at Beaumont Hospital in Royal Oak, Michigan.

I graduated from the **school of hard knocks**. The solutions I offer are for the real-world. They are straightforward, common-sense ideas that will work in your life.

The Power Of Fun At Work

Do you really enjoy your job? Do you finish the day worn out? It doesn't have to be this way. Yes, you can achieve success **and** have fun doing it. You will be given practical tools to reduce stress, re-energize yourself, defuse conflict and make your job more fun. As a bonus, humor will help you with your productivity and creativity.

Take your job seriously but yourself **lightly**. Find out how to enjoy the lighter side of your success and even get a **standing ovation** for all your accomplishments? According to the business journal, Human Resources Focus, 96% of the Executives surveyed said that employees with a sense of humor do a better job than employees with little or no sense of humor.

Success or Failure, Your Choice

Do you have this gnawing feeling that you're not as successful as you should be? Perhaps you may even feel that you're a failure. Hope not. Because success or failure is really **your choice**. Now, let's not get carried away by all the pop psychology that masquerades for wisdom out there. You will not be told about the secrets to success. After all, it is real hubris to claim to have the "secrets" when you're living on a planet with nearly 7 billion people. You don't need "secrets." What will help you the most is a mature, insightful, thought-provoking examination of what success and failure means. How you can feel better about yourself even though you have not "succeeded." Even though you may have "failed."

If you're looking for a simple, rah-rah, razmatazz (am I showing my age with this word or what?) approach to being hugely successful beyond your wildest dreams, this program is **not** for you. If you want an honest, real-world, straight-forward approach to a human condition that has a huge impact on all of us, then your choice is the **right one**. And afterwards, you just may feel more successful.