



AFFILIATE OF



Create the Magic!

"Creating the Magic with Dream, Believe, Dare and Do"

Does this statement sound familiar? These are the principles of Walt Disney.

The Traverse Area Human Resource Association (TAHRA), partnering with the Traverse City Area Chamber of Commerce, will bring to you this spring the Disney Way Program. If any TAHRA members would like to get involved in working with the Chamber on this endeavor, please contact Chris Davis.

A half-day program on how these principles can be adapted to your business will be presented on **Thursday, April 15, 2004**. Mark your calendars now! The location, time, and cost will be forthcoming.

The President's Corner

Greetings!

I hope that many of you will be able to join us for the HIPAA workshop in January and for the Disney Customer Service Presentation on April 15th. We are so pleased to be getting more involvement than ever from our member volunteers who are bringing new ideas to the table. The Leadership Board meets once each month, a week before our regular program. It's amazing the things we can do when everyone chips in a little time!

One item we have been discussing in board meetings is succession planning for TAHRA leadership. I have been fortunate to have some wonderful volunteer leaders to work with over the last few years. As we look ahead to next year's board, I want to invite you to talk to members of the Leadership Board to find out ways you can get involved. We have a really strong and dynamic board; a lot of that is due to the blend of "old" and "new" volunteers we have each year. Many times we come up with some great ideas but don't have the people to help see them through. We need you! To get involved, give me a call or talk to any of the Leadership Board members.

Thank you to any and all of the member volunteers who have worked with us this year, including Chris Davis, Lori Kerlin, Bill Hendry, Jennifer Hull, Michelle Kappie, Carol Kasper, Amy Lein, Julijana Love, Laura Oblinger, Karyn Oncu, Marilynn Pecott, Brenda Ransom, Karen Schultz, Michelle Socha, and Patti Williams.

Regards,
Kate

Dr. King, a Life to be Celebrated

Dr. Martin Luther King, Jr. lived a life that set an example of nonviolence and direct action as methods of social change. Many say that Dr. King held this country together in a time where violence could have taken over. Even in the height of racial discrimination and appalling treatment of African Americans, Dr. King petitioned that his fellow African Americans "...must forever conduct our struggle on the high plane of dignity and discipline. We must not allow our creative protest to degenerate into physical violence. Again and again we must rise to the majestic heights of meeting physical force with soul force."

This quote is from Dr. King's famous "I Have a Dream" speech delivered on the steps of the Lincoln Memorial on August 28, 1963. This speech is probably what Dr. King is most known for, but he was a key member of the civil rights movement in so many other ways. Dr. King was president of the Montgomery Improvement Association and founded the Southern Christian Leadership Conference with other southern ministers amongst a long list of accomplishments.

In the spring of 1963, Dr. King led mass demonstrations in Birmingham, Alabama. President Kennedy responded to these protests by submitting broad civil rights legislation to Congress, which led to the passage of the Civil Rights Act of 1964. It was also in 1963 the Dr. King was Time magazine's *Man of the Year*.

Dr. King entered his civil rights career with a long list of credentials. King received his bachelor's from Morehouse College in Atlanta. He then went on to Crozer Theological Seminary in Chester, PA., winning the Plafker Award as outstanding student of the graduating class and the J. Lewis Crozer Fellowship. Dr. King completed his doctorate in 1953 and was granted the degree two years later upon completion of his dissertation.

Dr. King is a national hero, and in 1983 President Reagan signed into law the legislation recognizing Martin Luther King, Jr.'s birthday observance. Although Dr. King's birthday was actually January 15th, it was decided to celebrate the holiday on the third Monday of January. This year we will be observing Dr. Martin Luther King Jr. Day on Monday, January 19th

This is a time to recall a great man who had such a positive impact on our American society and ponder what his example should mean to each of us.

Jennifer Hull
Diversity Chair



TAHRA Community Service Committee Forming

The TAHRA Leadership Board has been discussing ways that our organization can give something back to our community. In order to give our members an opportunity to support a local non-profit organization, we are forming a Community Service Committee charged with the following objectives:

- To identify an organization in the community to support that aligns with the mission of TAHRA.
- To develop, plan, and implement an event to raise money to contribute to this cause.

The committee currently consists of Karen Schultz (Chair), Karyn Oncu, and Brenda Ransom.

The committee would like at least four additional TAHRA members to join the committee to aid in accomplishing its objectives. We are looking for members who have an interest in helping identify the organization, as well as members who can assist in the planning and implementation of the event.

If you are interested in becoming involved with this committee, call Karen Schultz at 947-4430 x 3089 or email kas@dsii.com.

We will be scheduling a meeting as soon as possible to get the ideas flowing!

Karen Schultz

The Top Five Management Skills or Abilities

Just recently a friend of mine asked me to tell him what I thought the top five management skills or abilities are for a project for one of his classes. I thought these might be helpful to you as you think about your leadership role in Human Resources. Enjoy!

Model the behavior you want in your employees. Actions speak volumes; words are cheap. Your employees will look for inconsistencies between what you say and what you do. Rather than say your employees are your most important asset, show it by spending time with them, getting to know them. Whether it is your own HR crew or your clients, it is true that they don't care how much you know until they know how much you care.

Be openly and passionately enthusiastic about what you want to create. Find something you are passionate about, and enlist others in the creation of it. Share what is important to you and your vision, and find out through dialogue with your people how they can play an important role in achieving a better tomorrow together. If you are inspired you will ignite the flame in others.

Courage. You miss 100% of the shots you don't take. If you are going to make your life extraordinary and expect people to follow you, you must be willing to be the first to step off into the unknown. Challenge the status quo by asking questions, raising awareness, being patient and listen for the answers. Be willing to fail in the quest of something great.

Empower others to act. No one succeeds on his or her own. Trust people by sharing information, decision making authority, and knowledge of results, and you will build a confident team that is powerful and committed.

Show appreciation. Practice acts of kindness and caring. Spend time with your clients and staff; listen to them. Celebrate accomplishments, large and small, at work and in their lives. Have some celebrations and rituals that make your HR team feel special and build on your unique identity.

Bill Hendry

“Trust people by sharing information, decision making authority, and knowledge of results, and you will build a confident team that is powerful and committed.”

TAHRA's January Meeting

TAHRA's January meeting on 1/13/04 was *Wage Administration Trends in Business*, presented by Carolyn Burke, Compensation and Benefits Consultant at Armstrong/Robitaille/ Riegle. Ms. Burke presented information on trends in compensation practices and the latest methods used in the United States for linking pay to

performance and highlighted the differences between rigid and flexible compensation.

At her firm, Ms. Burke provides expertise in the design, funding and administration of employee compensation and benefit plans, with twenty years experience as a senior human resources executive and consultant in manufacturing, government services, research, engineering and retail organizations.

TAHRA's December Meeting

This year TAHRA's December meeting was again a late afternoon meeting at which members celebrated the Holidays with hors d'oeuvres and refreshments, while sharing information from the recent Michigan State SHRM Conference 9/24-26/03 in Lansing and the 2003 SHRM Leadership Conference 11/13-15/03 in Arlington, VA.

Jennifer Hull gave a follow-up to her presentation at last year's December meeting on the program "Yesterday and Today Lead in to Tomorrow" presented by Ed Barlow, Futurist, at the State Conference. Areas covered include why businesses need a strategic plan.

Karyn Oncu spoke on a presentation at the same conference by Mary Jo Case, SPHR and Kevin McCarthy, Esq. entitled "Audit Thyself". She shared changes in law and court interpretations that make periodic reviews of HR forms, policies, and procedures critical.

Marsha Wheaton presented an "Overview of the 2003 SHRM Leadership Conference" which she and Patti Williams attended this year. Marsha shared information on their visit to the SHRM headquarters, the annual business meeting, and the many sessions they attended during the conference.

All presentations included informational handouts and lively discussions, and we thank our members for sharing their insights and materials from these important conferences.

WE'RE ON THE WEB!

www.tahratc.org

COBRA and HIPAA Compliance Workshop

On January 22, 2004, TAHRA sponsored a workshop on COBRA and HIPAA compliance presented by Mark Restum, Senior Consultant, Health & Welfare Compliance for Gallagher Benefit Services, Inc. Mr. Restum's current responsibilities include reviewing new legislation and regulations affecting benefit plans, monitoring pending legislation which may impact benefit plans, and researching compliance issues for clients.

This seminar was designed for HR professionals, managers, and supervisors seeking to gain the necessary knowledge to implement COBRA and HIPAA at their organizations. Despite the wintry weather conditions, 18 TAHRA members and guests were in attendance.

Congress passed the landmark **Consolidated Omnibus Budget Reconciliation Act (COBRA)** health benefit provisions in 1986. COBRA requires most employers with group health plans to offer employees the opportunity to continue temporarily group health care coverage under their employer's plan if their coverage otherwise would cease due to termination, layoff, or other change in employment status (referred to as "qualifying events"). This workshop gave a brief history on COBRA, covering the basics and explaining up-to-date COBRA information and recent changes to the regulations.

The first-ever federal privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers took effect on April 14, 2003. These new standards provide patients with access to their medical records and more control over how their personal health information is used and disclosed, and represent uniform privacy protections for consumers across the country. These patient privacy protections are part of the **Health Insurance Portability and Accountability Act of 1996 (HIPAA)**, which also includes provisions designed to encourage electronic transactions and required new safeguards to protect the security and confidentiality of health information. This workshop explained how the three sections of this multi-phased law, Privacy, Electronic Data Interchange (EDI), and Security, affect employers.

School-To-Work

Greetings from Karen Schultz, your School-To-Work Advocate! I am the Human Resources Manager at Distribution Solutions International (DSI) a business process and distribution management company, based in Traverse City.

I am pleased to be back as a member of TAHRA after a two year stint as the District Manager for Junior Achievement (JA) of Northwest Michigan. Although my work with JA focused on program management, board development and fundraising, I never strayed far from the HR arena. Through my work with JA and former TAHRA involvement, I see several great connections for our chapter members to be involved in school-to-work initiatives.

These include, but of course are not limited to:

- Junior Achievement
- Mock Interviews with TC East and TC West 9th grade students
- Youth Friends
- Job Shadow Programs
- Education Committee of the Chamber.

Upcoming School-to-Work Opportunities for You!

Both Traverse City junior highs are looking for our support in the mock interview programs this spring. I will supply details as I receive them. I am also working on a Junior Achievement Blitz program at Interlochen Elementary for which, if we can find funding, we will need 14 volunteers to commit to a day of JA programming at Interlochen. This is an incredible way to give all five JA lessons in a day to students who normally are not and would not be exposed to the program. This was done last year with funding and volunteers from the Michigan Association of Certified Public Accountants (MACPA) and was a huge hit with students, teachers, and of course the volunteers.

Groundhog Job Shadow Day job shadowing is an academically motivating activity designed to give kids an up-close look at the world of work and to answer the question, "Why do I have to learn this?" Job Shadowing 2004 will launch on February 2, 2004, and will continue throughout the school year as students across America "shadow" workplace mentors going through a normal day on the job. This program, as many of you know first hand, is so powerful and such a great opportunity for students. The most difficult part is often finding the kids who are interested in job shadowing within your organization. I recommend working through Junior Achievement, the Boys and Girls Club and the United Way Give Em 40 Coalition.

At DSI, we are looking at hosting a job shadow program for a group of students on ***Take Your Child To Work Day***. Using the group format, we have an opportunity to impact more students with a job shadow experience. We will also incorporate our employees' children into the experience. Do you want more information? Call me or visit www.jobshadow.org

I know many of you have been involved in some or all of these programs and may have other suggestions for involvement as well. Please contact me if you would like information or to be involved in any of the school-to-work initiatives.

I look forward to working with you all!

Regards, Karen

TAHRA's February Meeting

The February monthly meeting of the Traverse Area Human Resources Association (TAHRA) will be a **LEGAL ROUNDTABLE**. The meeting date is **Tuesday, February 10, 2004**, and it is being held at the Waterfront Conference Center, 2061 US 31 North, Traverse City, located at Four Mile Road and US 31 North.

Following is our luncheon meeting agenda. Buffet lunch is included as part of the program.

| | |
|-------------------------|------------------------|
| 11:45 a.m. – 12:00 noon | Registration |
| 12:00 noon – 12:45 p.m. | Lunch |
| 12:45 p.m. – 2:00 p.m. | Roundtable Discussions |

Our format for this TAHRA meeting differs from our regular agenda. In surveys we conducted last year, our members expressed interest in a variety of legal issues. We have designed this program to give our members and guests an opportunity to have an in-depth roundtable discussion with an attorney on one specific topic of interest to them. We have therefore set up several tables with local attorneys to address different topics and lead a table discussion and will ask one of our TAHRA members to help facilitate the discussion.

We have asked each attorney to provide us with the top five points he or she would like the TAHRA members and guests at the table to take away with them on the specific topic being covered.

Following are the table topics and the attorneys who will be joining us:

| | |
|--|---|
| Conducting Employee Investigations (Harassment, Disciplinary, etc.) | Lawrence R. Lasusa Calcutt, Cunningham, Davis, Rogers & Boynton PLLC |
| Family Medical Leave Act (FMLA) | Rachel Brochert Roe Smith, Haughey, Rice & Roegge |
| Americans with Disabilities Act (ADA) | William B. Calcutt Calcutt, Cunningham, Davis, Rogers & Boynton PLLC |
| Discipline and Discharge | John P. Racine, Jr. Sondee, Racine & Doren |
| The Labor Department's Office of Federal Contract Compliance Programs (OFCCP) Audits | Joshua M. Reynolds Calcutt, Cunningham, Davis, Rogers & Boynton PLLC |

A buffet lunch will be served, with the discussions taking place both during and following lunch. RSVP by Wednesday, February 4th to Carol Kasper at ckasper@nmc.edu or 995-1362. Guests are welcome with a \$30.00 fee, which covers lunch and the program. This one-time fee may be applied to membership dues if the guest joins TAHRA.

Choice of tables will be on a first come, first serve basis, so plan to arrive early for this meeting!

TAHRA

TAHRA 2003-2004 Leadership Board

| | |
|-----------------------|---------------------|
| President | Kate Greene, SPHR |
| Vice President | Bill Hendry, SPHR |
| Treasurer | Marsha Wheaton |
| Secretary | Brenda Ransom |
| Programming V.P. | Patti Williams, PHR |
| | Carol Kasper |
| Membership V.P. | Karen Oncu, PHR |
| Foundation Chair | Amy Lein, PHR |
| HRIC Chair | Open |
| Legislative Chair | Chris Davis |
| Student Chapter Chair | Open |
| School-to-Work Chair | Karen Schultz |
| Diversity Chair | Jennifer Hull |
| Marketing Chair | Laura Mitchell |

February 10 TAHRA Program

“Legal Roundtable”

In-Depth Roundtable Discussions with Local Attorneys on Specific Legal Topics

Topics covered will be ADA, FMLA, OFCCP Audits, Discipline and Discharge, and Conducting Employee Investigation

See article on page 6 for details

RSVP by Wednesday, February 4th

To Carol Kasper at ckasper@nmc.edu or 995-1362

Guests welcome with a \$30.00 fee

Fee applied to membership dues if guest joins TAHRA

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March 9 TAHRA Program

“Performance Management Systems”

Presented by Lisa Mininni, Owner of Excellence Coaching, LLC, an executive/business coaching and HR consulting firm

RSVP by Wednesday, March 3rd

To Carol Kasper at ckasper@nmc.edu or 995-1362

Guests welcome with a \$30.00 fee

Fee applied to membership dues if guest joins TAHRA

Newsletter Articles

The TAHRA Newsletter is a bi-monthly publication. Members interested in submitting articles for the newsletter or for press releases should contact Laura Mitchell at lmitchell@waynewire.com. Deadlines for submission are the 8th day of the month. TAHRA encourages its members to submit articles, information, or successes they've had that they feel others may find interesting. TAHRA reserves the right to alter submissions for space purposes. If you would like to be removed from the newsletter mailing list, please email a reply letting us know.

SHRM Annual Conference

The 56th Annual Conference and Exposition of the Society for Human Resources Management (SHRM) will be held June 27-30, 2004 in New Orleans, LA. World Class Keynote Speakers include Queen Noor of Jordan, Earvin “Magic” Johnson, author Marcus Buckingham, and Scott Livengood, President of Krispy Kreme Doughnuts. For more information on the 2004 conference, visit SHRM's website at <http://www.shrm.org/conferences/annual/>.