

TAHRA
P.O. BOX 1656
TRAVERSE CITY, MI

DATES AND EVENTS
TO REMEMBER

NOVEMBER
14, 2006

REGIONAL
WAGE AND
BENEFIT SUR-
VEY RESULTS
FROM THE
EMPLOYERS
ASSOCIATION

DECEMBER
12, 2006

WORKFORCE
READINESS
BREAKFAST—
HR SHARING
EXPERTISE TO
THOSE IN
NEED
7:30 AM

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TAHRA

Traverse Area Human Resource Association

VOLUME 1, ISSUE 2

NOVEMBER / DECEMBER 2006

The President's Corner

Greetings from Your President:

One of the great benefits of your TAHRA membership is the ability to participate in the professional development opportunities that our programming co-chairs bring to us each month. They do a remarkable job of bringing unique presentations to us at little or no cost to the organization. So what's on tap for the rest of 2006? In November, Maggie McPhee from *The Employer's Association* will present the results of our annual wage survey. This year the survey results will include data from the Grand Rapids area in addition to the Northwest Michigan data. If you participated in the survey, you will receive your materials at the meeting. In December, Barb Howard, our Workforce Readiness Coordinator, has planned a 7:30 am breakfast meeting featuring a panel of speakers representing non-profit organizations in the community that work with individuals preparing them for the workforce. As HR professionals, we have skills and expertise that will allow us to support individuals who need assistance with entering/re-entering the labor market. The goal of this program is to create an awareness of how you can help in this process. This is sure to be a great program

and one you will not want to miss.



Board Development:

We are pleased to be sending Paul Hresko, TAHRA Treasurer, and Jennifer Hull, TAHRA Vice President, to the annual SHRM Leadership conference in Washington DC. This forum provides chapter board leadership an opportunity to meet and network with SHRM staff and to understand the volunteer leadership resources that are available through SHRM. Breakout sessions are scheduled by chapter size, providing a great opportunity to hear about what other chapters of similar size are doing to support their membership. One of the highlights of the conference is an opportunity to visit an exhibit area highlighting successful chapter and state council Pinnacle Award finalists. Karyn Oncu and I had the pleasure of representing TAHRA last year as a Pinna-

cle award finalist for the *Breaking Ice* program, sponsored in part by TAHRA. SHRM funds the lodging, meals and conference fee for elected chapter officers, which makes this a very affordable opportunity for chapters to support board members with professional development.

State Conference:

The reports are in that the MISHRM conference was a huge success this year, breaking previous attendance records! Conference attendees raved about the breakout sessions remarking that this has been the best state conference in many years and well worth the investment to attend.

Please mark your calendars for the 2007 MISHRM conference, which will be held in Kalamazoo. For more information on conferences and other great resources, visit the MISHRM website <http://www.mishrm.org/>

I look forward to talking with you during our monthly meetings, and finding out how TAHRA can best serve you in the coming year.

Karen.schultz@prioritysolutions.com 231-947-4430 x 3089

TAHRA's December Meeting to Focus on

Community Involvement

Our December 12, 2006 meeting is a breakfast meeting starting at 7:30 am. We will focus on community involvement and how we, as HR professionals, can share our experience with those in need. Joining us will be Val Winans who is currently working with NMC's Bridge Program and Marcia Wittig who is the Director of Workforce Development for Goodwill Industries of Northern Michigan. Both of these programs focus on helping adults re-enter the workforce. During this season of giving, please come to find out what we can do to help!

Barb Howard
Workforce Readiness Chair



New TAHRA Members

Welcome!

We are pleased to announce the following new members for the 2006-2007 season:

- Linda Mann—Munson Medical Center
- Dianne Hamilton—Hagerty Insurance
- Marsha Mixer—Hagerty Insurance
- Joyce Pleva—Northern Michigan Supply Alliance
- Mary Jo White—Midwest Broadcasting
- Bill Morrison—Traverse City Products

We look forward to networking and learning more about you!

The first step to wisdom is silence; the second is listening

AFFILIATE OF



SOCIETY FOR
HUMAN
RESOURCE
MANAGEMENT

TeamWork Northwest Program is a Big Success at Crystal Mountain!

In the last year Crystal Mountain, along with an increasing number of regional businesses, have joined forces with TeamWork NorthWest (TWNW), an innovative job retention program and part of the regional Poverty Reduction Initiative (PRI). The goal of the PRI is to reduce regional poverty by 25% by the year 2010. This job site retention model is based on a program at Cascade Engineering in the Grand Rapids area. TWNW is a partnership of several existing community organizations and participating local businesses to improve job retention for at-risk employees.

Many people who live in poverty, have disabilities, or have a life changing event, run the risk of losing employment unless quick and proactive steps are taken to keep them working and a productive member of the community. This program in no way preempts company policy, department procedures or progressive discipline plans, but rather complements and supports them.

The Retention Specialist's role is to educate, reinforce, counsel, and provide support services to prevent the employee from quitting or from being fired for circumstances that could have been prevented. The employer's role is to provide a confidential meeting place for the Retention Specialist, inform employees about the services, and train supervisory and management staff on this new tool in their toolbox to reduce turnover. The referral is made by the supervisor or the Human Resources department regarding an employee who has been otherwise reliable, but has either expressed an issue or changes in their work have become noticeable.

The Retention Specialist makes contact with the employee and asks if they wish to participate in the voluntary and confidential program; if so an appointment is made for an intake assessment either before or after their work shift. The Retention Specialist works with the employee to create an action plan. The Retention Specialist continues a relationship with that employee and checks-in with the supervisor for at least one year in order to fully support his or her efforts toward long-term self-sufficiency.

Some of the issues which the TWNW program has been able to address with employees are transportation, child care, work ethic, family or community support system, work-appropriate behaviors, problem solving & coping skills, job skills & training, managing family crises, proactive planning to prevent problems.

As our Retention Specialist Deborah Nale says, "This is a hand up, not a hand out". Regionally, the welfare savings projected by the Northwest Michigan Council on Governments are expected to be about \$300,000 per year. Participating business have seen the financial benefits in decreased turnover and increased productivity.

Currently, participating businesses in our region include; Crystal Mountain Resort, Grand Traverse Resort & Spa, Grand Traverse Pavilions, Bayshore Resort, Great Lakes Stainless, Great Lakes Trim, Bill Marsh Automotive and Days Inn of Traverse City. For more information on the program one should contact the Northwest Michigan Council on Governments directly at (231) 929-5000 or click on the link below: <http://www.nwm.org/twnw.asp>

Gretchen Swanson, PHR
Human Resources Administrator

"This is a
hand up,
not a hand
out"



Programs Send Business People Back to School!

*“Volunteering
and supporting*

*Junior
Achievement is a
great way to
give back to the
community”*

Students are not the only group heading back into schools this fall; local Junior Achievement volunteers are preparing to once again enter local classrooms with the goal of educating student about business, free enterprise, and economics.

Each year, more than 200 local business professionals, parents, retirees and college students go into schools to teach JA classes.

Junior Achievement volunteers are invaluable to the program. They are the ones who bring the “real” work-world relevance into the classroom and make learning relevant.

“Volunteering and supporting Junior Achievement is a great way to give back to the community. As a volunteer and financial supporter, I can attest to the fact that the experience is rewarding and fun.” -
Kirsten Rinne Vice President, District Executive Northwest Michigan Community Banking- National City Bank, Traverse City

In 2005-2006 Junior Achievement Programs reached over 4,300 local K-12 students in over 200 classrooms This year our goal is to reach 4,500 students.

JA volunteers are locally trained and supplied with all curriculum materials needed to facilitate a 50-minute lesson taught in the classrooms during the school day. Junior Achievement volunteers serve to teach young people about business, economics and free enterprise systems to improve the quality of their lives.

For example, third grade students will learn how to balance a check book as part of Junior Achievement’s *Our City* program and our middle grades program teach students about International markets and success skills. High school students will learn basic concepts of managing a business through the *JA Company Program*, where students will actually open up a class business and produce a product or service.

JA offers educational programs that focus on seven key content areas: business, citizenship, economics, entrepreneurship, ethics/character, financial literacy, and career development.

For more information on how to become a Junior Achievement Volunteer or to help support the 2006-2007 Junior Achievement Program please call Christine Powers at (231) 922-6330 or email ja_nwso@iserv.net.

What Are Workplace Buddies Worth?

A lot, which is why managers should be fostering friendships in the office

“If you have 3 vital friends at work you are 96% more likely to be satisfied at work”

A GMJ Q&A with Tom Rath, author of [Vital Friends: The People You Can't Afford to Live Without](#) (Gallup Press, August 2006)

A good friend remembers your birthday, helps you move, and rarely misses a lunch date. But a vital friend, says Tom Rath, author of *Vital Friends: The People You Can't Afford to Live Without* (Gallup Press, August 2006) could halve your chances of dying of heart disease; speed healing; and reduce your chances of getting cardiovascular disease, osteoporosis, arthritis, Type 2 diabetes, Alzheimer's, and certain cancers. What's more, the quality of a married couple's friendship could account for 70% of overall marital satisfaction.

But what about vital friends at work? Executives and managers might be surprised to learn that employees who have best friends at work are *seven times* more likely to be engaged in their jobs -- and, if they have at least three vital friends at work, 96% more likely to be satisfied with their lives.

That's a lot for a few buddies to accomplish, unintentionally, over lunch every couple of weeks. But vital friends manage it because they perform some essential and very specific roles: Builder, Champion, Collaborator, Companion, Connector, Energizer, Mind Opener, and Navigator. (See "The 8 Vital Roles" at the end of this article.)

Rath arrived at these categories after studying the research on friends and friendship, then launching a massive study of his own -- which became the subject of *Vital Friends*. The book lays out Rath's findings and provides methods of examining and enriching friendships online, in person, in real time -- and in the workplace.

In this interview, Rath answers some important questions: How can companies encourage friendships in workgroups? Can bosses be friends with subordinates, and should they? How many friends do you need? Read on -- and share it with a friend.

GMJ: *Is a vital friend someone who can give you all the emotional and psychological support you need?*

Rath: No. There's no one friend who can do all that, and it sets the relationship up for failure if you expect someone to be able to. We studied a couple hundred elements of friendship and eventually narrowed it all down to eight vital roles: Builder, Champion, Collaborator, Companion, Connector, Energizer, Mind Opener, and Navigator. [See "The 8 Vital Roles" at the end of this article.]

We've found that certain people play very different roles in your life. It's unrealistic to expect the person you go to for sage advice also to be the person you go out and have a good time with. And it's unlikely that he or she will be the same person who's pushing you and motivating you to do more every day, like a coach or manager does.

But nothing I've seen suggests that you need eight different people filling those eight roles either. So it's not one person filling all eight, and it's not eight people -- it's usually a mix of people.

GMJ: *Your book is called Vital Friends. What's a vital friend?*

Rath: On different occasions, I've been introduced to someone who later typed me a letter, signing it "your friend." These are people who I would barely call acquaintances. And there are people who list hundreds of "friends" on social networking sites like MySpace.com.

So I think the term *friend* itself has lost almost all of its exclusivity. Even the term *good friend* is overused. Adding the word *vital* provides a clear definition of what we mean.

When we were looking at this in our assessment, and particularly in our surveys, we defined a vital friend as someone who either increases your overall satisfaction with life or increases your engagement at work. And that's where the subtitle of the book stems from: "The people you can't afford to live without." Because if someone's vital to your life, and they move out of your life, your overall satisfaction or engagement is going to dip.

GMJ: *Lots of people are writing about friendship right now, but you dedicated thousands of hours and dozens of scientists to researching it. What sparked your interest?*

Rath: When top scientists and psychologists talk about what's important to our overall well-being and how satisfied we are with our lives, the only thing that they all agree on is that social relationships are probably the single best predictor of our overall happiness. The quickest way to be a little bit happier and more engaged in your job is to spend some time thinking about developing closer friendships.

In a very broad sense, it's the most important thing for your life satisfaction, and in a work sense, it's extremely important that you have a best friend at work. Because if you don't, your chances of being engaged are one in twelve, which is just abysmal. ~

SHRM proudly brings you its 59th Annual Conference & Exposition, June 24-27, 2007, at the Las Vegas Convention Center in Las Vegas, Nevada.

The [SHRM Annual Conference & Exposition](#) offers-for the best price in the market today-the most comprehensive and relevant professional development programs that improve your knowledge, skills and abilities as an HR professional.

- Keynote Presentations-Hear thought-provoking presentations and inspiring speeches from Ed Bradley, Erin Gruwell and Dan Pink.
- Masters Series-Senior-level programs featuring world-renowned experts in the field of management sciences. Presenters include Linda Gratton, Suzanne Berger and Rita Gunther McGrath.
- Nine Certificate Programs-Choose from three open enrollment certificate programs and six executive education certificate programs offered in partnership with Harvard Business School Publishing, Wharton School and Disney Institute.
- SHRM Academy®-A comprehensive business education program for HR professionals. The SHRM Academy courses are taught by expert faculty from leading high-ranking business schools and universities.
- Educational Programs-More than 150 concurrent sessions arranged according to conference tracks that reflect the changing role and responsibilities of the HR profession. The full conference brochure which will be mailed to SHRM members in January 2007, will include the complete conference curriculum.

New Innovation Track-Sessions focused on new and inventive ways of thinking will be added to our 2007 conference programming.

The 59th Annual Conference & Exposition is PAPERLESS! Concurrent session PowerPoint presentations will be accessible online so that you can download the sessions you would like to attend ahead of time! Prior to arriving on-site, each full conference registrant will receive information via e-mail about how to access this Web site. After the conference, if you prefer to listen to the speaker as well as view the handouts, SHRM e-Learning provides synchronized streaming media presentations from the top-rated conference sessions.

Exhibitor New Products/Services Showcase-Discover new products and services to help enhance your organization and advance the HR profession. The Annual Conference & Exposition is the world's largest exposition dedicated to the human resource management profession. Network with more than 800 companies demonstrating and displaying the latest developments in the HR industry.

Housing Registration-Beginning November 1, 2006, the Wyndham Jade/SHRM Housing Bureau will start accepting hotel reservations for the Annual Conference & Exposition in Las Vegas. Please note: Hotels for the SHRM Annual Conference will not accept reservations at any time and direct reservations will only be accepted through the Wyndham Jade/SHRM Housing Bureau.

A Special Preview Offer Exclusively for SHRM Members!

Register by January 12, 2007, and receive last year's Annual Conference early bird rate.

TAHRA
 P.O. Box 1656
 Traverse City, MI 49685-1656

2006-2007 TAHRA Leadership Board

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 lamitchell@waynewire.com. Deadlines for submission are the 10th 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 let us know.

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|------------------------------|---------------------|
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| Diversity Advocate | Bill Brundage |
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| SHRM Foundation Director | Brenda Hinds |
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HRCI Certification Reminder

PHR, SPHR—A study group has formed for the upcoming tests for certification. If you are interested in joining this group, please contact Lori Hodek at 231.995.1143.

GPHR—A study group has formed for the upcoming test for certification. If you are interested in joining this group, contact Karyn Oncu at 231.946.1057 ext. 102.

Life can only be understood by looking backward, but it must be lived by looking forward. ~