



West Sound Human Resource Management Association

# West Sound Happenings

April 2005

*Save The Date*

**May 13, 2005**

**Spring Conference**

**HOT and FAST Management**

**Presented by:**

**Carolyn Martin Ph.D.**

**Dean of Faculty**

**Rainmaker Thinking, Inc**

See inside and on our website for Details!

Please continue to check our website at [www.wshrma.org](http://www.wshrma.org) for updated information on the above events.

## **WSHRMA April Luncheon**

### **WRITING EFFECTIVE POLICIES AND PROCEDURES**

Presented By: **Jordan Peabody, Founder,**  
**Peabody Communications, Lacey, WA**

**April 13, 2005— Red Lion Silverdale Hotel**

Do your employees understand your company's policies and procedures? Are your policies clear for managers trying to implement them? Learn some basic facts that are important to understand about those individuals reading your policies. Learn writing techniques and methods that will get your policies read and understood. Peabody's methods presented in this course on Writing Policies and Procedures are considered the "preferred" formula for state agencies throughout the Pacific Northwest. In addition, several organizations, including Washington State Department of Health and the Tacoma Police Department have hired Peabody Communications as a project lead for revising and reformatting outdated policy manuals. You will discover how to: distinguish between policies, procedures, and tasks; avoid the most common manual writing pitfalls; use east-to-read and easy-to-understand formats for all three types of written direction; decide when to write and what to write about and last but not least—encourage staff to actually use.

**RSVP by April 8, 2005**

Date: April 13, 2005

Time: 11:30 am—1:45 pm

Place: Red Lion Silverdale Hotel

Price: \$15.00 Member\*

\$25.00 Non-Members\*

RSVP: [wshrma@artanderson.com](mailto:wshrma@artanderson.com)  
360-479-5600 x2265

\*Add \$10 with no reservation. Cancellations must be received at least 2 days prior to receive refund.



3073 NW Bucklin Hill Road  
Silverdale, WA 98383  
360-337-8800



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**2003 CHAPTER**



## Become A Member

Are you interested in a SHRM Membership or transferring your membership to our chapter? Please give Sharlene Harrigan, VP of Membership a call with any questions. 360-478-2366 or e-mail at [sharlene@pchsweb.org](mailto:sharlene@pchsweb.org)

AFFILIATE OF



## Job Bank

Please check out our website at [www.wshrma.org](http://www.wshrma.org) for current job openings. If you would like to advertise an open HR position in the WSHRMA job bank, please contact Debbie Laudenslager at 360-415-6533 or e-mail to [dlaudenslager@kpshealthplan.com](mailto:dlaudenslager@kpshealthplan.com)

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In the workplace and management best practices, she has touched the lives of thousands of professionals throughout the United States, Canada, England and Japan, and has consistently received rave reviews for her humor, practicality and passion.

With Bruce Tulgan, she co-authored *Managing Generation Y* (Amherst, MA: HRD Press, 2001), *Managing the Generation Mix* (Amherst, MA: HRD Press, 2002) and *The Customer Service Intervention* (Amherst, MA: HRD Press, 2003). Her work has been cited in dozens of professional publications around the world, including the *London Financial Times*, *Training*, *Global HR*, and *Nursing Management*. She has also appeared on CNBC and has been interviewed by NPR in the United States and Austria.

Carolyn's recent clients include Safeway, Goodwill Industries, US-Bank, the Department of Veteran Affairs, Providence Health Systems, and the Society of Human Resource Management.

Carolyn holds a Ph.D. in English from Rutgers University in NJ. She served as an Associate Professor and Dean of Student Services at Georgian Court University in Lakewood, NJ. and is also a published poet.

**For more information check our website or contact**

**Sharon Tucker: 360-662-2125; [stucker@kitsapcu.org](mailto:stucker@kitsapcu.org)**

**or Annie Davis: 360-475-7332; [adavis@oc.ctc.edu](mailto:adavis@oc.ctc.edu).**

## Presentation Handouts

### Facing the Tiger: Turning Conflict into Positive Change

If you are interested in downloading the presentation given by John Scherer on March 9, 2005 go to [www.wshrma.org](http://www.wshrma.org) or [www.scherercenter.com/shrm/](http://www.scherercenter.com/shrm/)

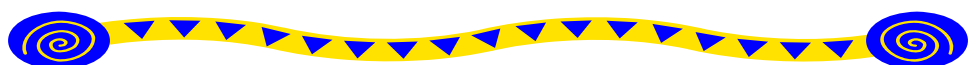
## HRCI STUDY GROUP



**The WSHRMA study group for the Human Resource Certification Exam. May is meeting every Thursday at 6 p.m. at Olympic College in room Business 200.**

**You may access detailed information on the HRCI exams, including cost, application process, registration deadlines, and other valuable information by visiting the website [www.shrm.org/hrci](http://www.shrm.org/hrci). You must be a SHRM member to be eligible to participate in the WSHRMA study group.**

**If you are interested in joining the group contact Cynthia Crisp at 360-475-7306 or e-mail at [Ccrisp@oc.ctc.edu](mailto:Ccrisp@oc.ctc.edu).**





## WSHRMA SPRING CONFERENCE

SILVERDALE RED LION HOTEL

FRIDAY, MAY 13, 2005

7:45 A.M. TO 4 :00 P.M.

### MANAGING THROUGH THE GENERATIONAL SHIFT™: HOW TO BECOME A FAST AND HOT LEADER

**Carolyn A. Martin, Ph.D., Dean of Faculty for RainmakerThinking, Inc**  
[www.rainmakerthinking.com](http://www.rainmakerthinking.com)

How can you get more work and better work out of employees of all ages? It's no secret: You have to become a better, more engaged manager. That means untying your hands, rolling up your sleeves, getting in there, and practicing the techniques of the best coaching-style managers in the country.

This highly interactive, "boot camp"-style program will challenge you not only to learn, but practice, practice, practice the habits of the most effective leaders:

- How to speak and act like a coach, not a boss
- How to become more knowledgeable about the work your direct reports do every day, so you can hold them accountable for high performance
- How to prepare for and engage each person in regular coaching conversations that offer direction, guidance and support
- How to keep contemporaneous notes of each conversation so you can track patterns of performance
- How to hold effective performance improvement conversations that stop a person's downward spiral
- How to fire hopelessly low performers who have, in effect, "de-hired" themselves
- How to do more for people who do more for you

Once you incorporate these management habits into your everyday "style," you'll drive everyone's performance—including your own-- through the roof!

**Register by mailing the completed registration form and payment to:**

**Mandy Clute, Bremerton Sun, P.O. Box 259, Bremerton, WA 98337.**

**You may RSVP early by e-mail to [wshrma@artanderson.com](mailto:wshrma@artanderson.com), however, it must be followed up with the registration form and payment submitted by mail.**

(registration form, rates and schedule can be downloaded from [www.wshrma.org](http://www.wshrma.org))

**SPACE IS LIMITED SO REGISTER EARLY. Final registration deadline is May 6, 2005.**

#### **Carolyn A. Martin, Ph.D - Biography:**

Carolyn A. Martin, Ph.D., is a world-class educator, author, and keynote speaker for Rainmaker Thinking, Inc., in New Haven, CT. Through her dynamic presentations on generational differences

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## MONTHLY FEDERAL LEGISLATIVE UPDATE—THE INSIDER— March 2005

### SHRM Submits Comments to Congress on PBGC Solvency and DB Plan Funding

Late in 2004, the Pension Benefit Guaranty Corporation (PBGC) reported a record long-term deficit of \$23.3 billion for single employer plans (an amount that includes current and expected future liabilities), up from \$11.2 billion the previous year. On January 10, 2005, the Bush administration formally introduced its proposal to reform the single employer defined benefit pension system and bolster the financial condition of the PBGC.

This week the full Senate Finance and House Education and Workforce Committees held hearings to examine the Bush administration's pension proposal, in particular, how it would work in practice and its impact on pension plans, workers and employers. HR professionals tend to be the sponsors, managers and administrators of employer provided retirement benefit plans; thus, SHRM felt it critical to comment on the administration's proposal. [SHRM Submits Comments to Congress on PBGC Solvency & DB Plan Funding](#) Should you have any questions please e-mail [mhuttlinger@shrm.org](mailto:mhuttlinger@shrm.org).

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#### Webcast

**The Talent Show:  
Ten Steps to an Effective Succession Plan**  
Presenter: Mary Jane Sinclair  
Date: April 5, 2005, 2 p.m. ET; 11 a.m. PST

Register at  
[SHRM.org](http://SHRM.org)



Free to  
Members

What would you do if your CEO quit tomorrow? How many of your key people leave each year? What do your middle managers need for their development? An effective succession plan will provide the answers to these and many other questions. This session will introduce you to 10 steps (plus a bonus 11th item) to follow in developing your first succession plan!

**About the presenter:** Mary-Jane Sinclair is President of Sinclair Consulting, Inc. in Morristown, New Jersey. Sinclair Consulting's services include: Leadership Development, Management Training, Handbook/Policy Development, Affirmative Action Plan Preparation, Compliance Review Support, AA/EEO Training, and Development/Implementation of Workplace Diversity Initiatives.

#### INTERESTED IN VOLUNTEERING

#### YOUR SERVICES TO HELP ON WSHRMA PROJECTS?

Contact any Board Member (see page 6 for contact information)  
if you are interested in volunteering your services to assist  
with membership activities, solicit vendors for the spring conference,  
or to help on other projects that may interest you.



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## Washington State Legislative Update

### March 2005

***Paid Leave (SB 5069/HB 1173):*** In its current form, this bill calls for a \$.02 tax per hour per employee with the amount fully paid by the employee. Employees are eligible to receive this benefit after working 680 hours in a base year (not necessarily with a single employer). This benefit allows for up to 5 weeks of paid leave (\$250 per week max) to allow parents to bond with a newborn or newly placed child, and workers to care for seriously ill family members or recover from their own serious health condition. There are also return to work provisions with this bill. The Senate passed this bill on March 15, 2005 and referred to House Commerce and Labor Committee on March 17, 2005. A public hearing is scheduled on March 24, 2005 at 1:30 p.m. at the John L. O'Brien Building, House Hearing Room C in Olympia.

***Discrimination Expansion (HB 1515/SB 6019):*** This bill would add sexual orientation to the list of protected classes protected against discrimination. Regardless of your viewpoint on this topic, the concern is around the definition of some of the language in the bill. In its current form, the protection includes "gender expression" which leaves a lot of room for interpretation. It also includes creed which it defines as "any sincerely and deeply held personal belief." Again, this creates all kinds of room for interpretation which typically gets done in court. This bill has been passed in the House on February 11, 2005 (61 to 37) and received in the Senate on February 15, 2005. It was referred to the Senate Financial Institutions, House, and Consumer Protection Committee on February 16, 2005.

***Pay or Play" Healthcare (SB 5637/HB 1702):*** This bill applies to any employer of more than 50 employees and requires that you either provide proof of insurance coverage for any employee working for you 86 hours or more per month. If you do not provide insurance coverage for said employee, you will be charged 85% of the cost of the Basic Health Plan (provided by Washington State). A revision offered on March 2, 2005 excluded employees who have coverage through another employer. It also reduces the amount attributable to the employer for health insurance coverage from eighty-five percent to eighty percent of the cost of providing BHP coverage, leaving the employee to pay twenty percent rather than fifteen percent. This bill has been referred to the Senate Ways and Means Committee on March 2, 2005 and the House Appropriations Committee on February 28, 2005.

***Mental Health Parity (HB 1154):*** This bill mandates that insurance plans cover all mental disorders listed in the DSM-4 (including job dissatisfaction!). While none of us is against mental health, this bill is far too expansive and costly. Conservative estimates are that it will add 4 to 10 percent to the cost of premiums. This bill passed in the Senate (40 to 9) on March 3, 2005 and signed into law by Gov. Christine Gregoire to require that insurance coverage be at parity for mental health services.

#### What Can You Do?

- **Stay informed.** There are several websites that allow you to track the progress of bills and read them in their entirety. A good one to use is [www.washingtonvotes.org](http://www.washingtonvotes.org).
- **Speak up.** Let your legislator know your opinion on the issues. Letter writing is a good first step. Personal contact is even more powerful.
- **Stay on message.** You have a unique opportunity as an HR professional to speak on behalf of your employer and the employees who will be affected. Keep your message focused on what this means for job creation and the employees in your company. For example: "The increased cost in insurance premiums would require us to increase the amount of employee contribution." Give real world examples when possible.

West Sound Human Resource  
Management Association  
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Bremerton, WA 98337



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Check out our  
website at  
[www.wshrma.org](http://www.wshrma.org)

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