



West Sound Human Resource Management Association

West Sound Happenings

December 2007




Mark these dates on your Calendar!

January 9, 2008
Eugenie Jones

Professional Presence
This mini-seminar will give participants insight into the keys to smoothing off the ruff edges and projecting a more professional image.

Luncheon Dates:
February 13, 2008
March 12, 2008
April 9, 2008
May 14, 2008



Joy on the Job, Presented by Doris Helge

Are you interested in over 365 ways to create a productive workplace filled with enthusiastic, energetic employees? Discover proven, practical strategies that have worked for tens of thousands!

When you depart from Dr. Helge's keynotes and seminars, you are immediately able to:

- ⇒ Transform conflict into collaboration
- ⇒ Communicate more effectively
- ⇒ Achieve harmony with "difficult people"
- ⇒ Stay calm and effective during challenges
- ⇒ Adapt more easily to organizational changes
- ⇒ Transform stress into success
- ⇒and much, much more!

Original, authentic, and dynamic, Doris Helge, Ph.D., has uplifted, educated, and motivated audiences from coast to coast. She combines solid academic credentials with a wealth of practical work experiences. Her content is based on a ten-year quest to discover the best ways to create joy on the job. IN over 1,800 presentations across America and Canada, people have laughed with and learned from this mater teacher and speaker. (Google.com lists thousands of Doris' presentations and publication.) Doris previously directed two national organization and taught at the University of Texas, Western Washington University, and Murray State University. Her most recent books are:

- ⇒ Joy on the Job-Over 365 Ways to Create the Joy and Fulfillment You Desire
- ⇒ Transforming Pain Into Power—Making the Most of Your Emotions

**RSVP by
December 10, 2008**

**Silverdale Beach Hotel
3073 NW Bucklin Hill Road
Silverdale, WA 98383**

Date: December 12, 2008

Time: 11:45 a.m.—1:30 p.m.

Place: Silverdale Beach Hotel

**Price: Free for Members
\$30.00 Non-Members**



Become A Member

Are you interested in a SHRM Membership or transferring your membership to our chapter? Please contact Rachael Taylor, VP of Membership with any questions: 360-792-3336 or rtaylor@kitsapsun.com



Job Bank

Please check out our website at www.wshrma.org for current job openings. If you would like to advertise an open HR position in the WSHRMA job bank, please contact Mandy Clute at 360-478-2608 or e-mail to mclute@kpshealthplans.com.



SHRM Knowledge Center

If you are a SHRM member and have never used the Knowledge Center (formerly called the Information Center), you don't know what you're missing! It is surprising to find that some SHRM members are not aware of the Knowledge Center. It is one of the greatest benefits available! It is basically a call center staffed with ten certified HR professionals who are there to answer your questions. SHRM provides assistance with HR questions as a member benefit. This assistance is provided as general information and is not a substitute for legal or other professional advice.

Options for Requesting Assistance with an HR Question

By Phone: You can call them anytime the center is open (8:30 am to 8:30 pm ET), toll-free at 1-800-283-SHRM, option 5.

By "Live Help" Instant Message: Live Help is an interactive, one-to-one chat feature that connects you directly to an SHRM staff member for quick real-time assistance. It is provided for both customer service inquiries and quick answers to HR questions and is accessible during regular SHRM business hours (Monday through Friday, 8:30 am to 5 pm ET). The link for instructions to use this service can be found at www.shrm.org/help/whatis.asp.

By Express Request: You'll find over 60 Express Request topics between the Express Request FAQ page and the Express Request Archive. To assist you in locating topics of interest, a brief description of each express request response is provided. Express Request responses are available around the clock! To learn more about Express Requests, go to www.shrm.org/hrresources/expressrequest.asp.

By Email: Use the form at www.shrm.org/hrresources/icrequest.asp to send an e-mail question to the Knowledge Center staff. If you do not receive an automatic response acknowledging your request, please be sure to check to see if you have a spam blocker activated or you may not be able to see the information we send when we do respond to your request.



Diversity Corner

Praise Goes Far to Motivate Gen Y

By Kathy Gurchiek

As much as they may need their morning coffee to get up to speed each day, Generation Y employees—those workers between age 21 and 30—need their boss's praise and recognition stay motivated in their jobs.

Kudos for their accomplishments is the biggest statistical driver of workplace satisfaction for these workers, also known as Millennials, according to a new survey from Leadership IQ.

The survey found that workers in this age group don't feel as if they are receiving nearly enough praise and recognition, and only 30 percent would strongly recommend their organization as a good place to work.

Leadership IQ, which trains companies how to motivate their workforce, conducted the survey with 11,244 employees age 21 to 70 from 872 public, private, business and healthcare organizations.

The 24-item questionnaire asked workers about their direct boss, corporate culture and professional motivation. A little more than one-third, or 39 percent, of the 1,709 Generation Y workers surveyed said their boss does a good job of recognizing and praising their accomplishments.

Six out of 10 of these workers are losing their motivation in the workplace because their boss won't give them what they care about—praise—said Leadership IQ chairman and CEO Mark Murphy in a press release.

However, workers age 61-70—who made up 1,967 of all respondents—are more driven by a clear measure of their performance. They also are the most satisfied of the age groups at work; 47 percent would recommend their organization as a good place to work.

“Age is positively correlated to workplace satisfaction, so the older you are, the more likely you are to have a high opinion of your company,” Murphy said. “And a big cause of this seems to be that each age group is motivated very differently.”

Managers clearly are doing a better job with their older workers, he observed. What's especially disappointing about the results is that “**praise and recognition don't really cost anything**,” he said.

“Managers cannot use one management style and expect success, because every age group is motivated very differently.”

Kathy Gurchiek is associate editor for HR News. She can be reached at kgurchiek@shrm.org.

2008 Upcoming Events:

January 9: Eugenie Jones, Professional Presence
April 9: Susan Stahfeld, Moss Adams Legal Update
May 14: Spring Conference—Project Management



Legislative Update — December 2007

The **Association of Washington Business** released the attached information on Legislative proposals expected in 2008. We encourage you to review the material as it is expected to affect ALL Employer's and Employees.

Company Vehicles, Commute Time, and Work Time: Stevens v. Brink's Home Security and its Aftermath

On October 18, 2007, the Washington Supreme Court released its decision in *Stevens v. Brink's Home Security*, holding that Brink's service and installation technicians who drove company vehicles from home to the first jobsite of the day and from the last jobsite of the day back home are entitled to compensation for the time they spent driving between home and the jobsite.

The employees in *Brink's* installed and serviced home security systems at customer residences. They were outfitted with company pickup trucks which carried tools and equipment. Brink's employees had a choice with respect to the company vehicle: they could commute in their personal vehicle from home to the Brink's central office in Kent, Washington, and pick up a vehicle and drive to their jobsites and then back to the central office. Or, they could choose to participate in Brink's Home Dispatch Program ("HDP") and drive their company vehicle home and commute directly between their home and their jobsites.

Employees' travel time between jobsites during the day was always compensated. For commute time to and from home, employees driving their personal vehicle to and from the home office were not compensated. Employees participating in the HDP and traveling directly to and from home and jobsites were not compensated for the commute time unless it exceeded 45 minutes.

The issue in *Brink's* was whether commute time in the company vehicle from home to the first job site of the day and from the last job site of the day back home must be paid for. The Supreme Court said yes.

Analyzing the case under the Department of Labor & Industries' regulation WAC 296-126-002(8), which defines "hours worked" as "all hours during which the employee is authorized or required . . . to be on duty on the employer's premises or at a prescribed workplace," the court decided that driving in the company vehicle to and from home and jobsite constituted "on duty" time and that the company vehicle was a "prescribed workplace."

Factors the court believed supported its "on duty" finding included "the extent to which Brink's restricts technicians' personal activities and controls technicians' time" while driving, as well as Brink's policies which mandated business-only use of the company vehicles, prohibited personal use, prohibited passengers other than employees, and required drivers to wear seatbelts, obey traffic and parking laws, lock the vehicle, and not carry alcohol. Also, Brink's employees received jobsite assignments at home by voice mail or email, spent time writing down and mapping assignments before their drive, and could be redirected during drive time from one job to another.

The court believed the company vehicle was a "prescribed workplace" because driving the truck was "an integral part of the work" performed by the technicians, in reaching customer homes and conveying the tools and equipment necessary to service and install security systems. Technicians were required to complete their paperwork at the customer's home or in their truck, and were under a requirement to keep their truck clean, organized, safe, and serviced.

Ramifications and Next Steps

Employers that allow or require employees to use a company vehicle between home and the jobsite must now evaluate their obligation under *Brink's* to pay for that drive time. The more a company's vehicle policy and practices resemble the facts in *Brink's*, the more likely the drive time will be found to be "on duty" and the vehicle a "prescribed workplace." At the same time, the ability of employees to use their company vehicle and commute time for non-duty activities such as personal errands, shopping, carrying passengers, and the like could establish a defense to a claim that the drive time is "on duty." The court also did not address whether normal commute time between home and the office in a company vehicle is compensable, as opposed to drive time between home and different jobsites. The matter is further complicated for employers of union represented employees with collectively bargained home dispatch programs that may now be in conflict with the decision. Unfortunately, there is no clear "bright line" separating what is compensable drive time from what is not.

There have been three primary consequences immediately after the *Brink's* decision. The first is the filing of copycat class action lawsuits against other employers. Some of these class actions include the allegation that failure to pay wages for drive time after *Brink's* was released last month constitutes willful withholding of wages under state law which entitles a plaintiff to double damages and attorney's fees. The second consequence has been the decision by some employers to discontinue the ability of employees to take company vehicles home even though such options are popular among both employers and employees. The third consequence has been a call for legislative or regulatory activity to provide a clear, certain, and predictable rule on commute time.

In terms of next steps, the Department of Labor & Industries has announced that it will initially rescind provisions of its interpretive policy dealing with drive time that is now inconsistent with the *Brink's* decision. It has also committed to work with stakeholders to develop an inventory of issues and concerns that may lead to a process for clarifying the Department's regulation on "hours worked."

Meanwhile, a coalition of interested employers and associations has developed to discuss a legislative solution for the 2008 legislative session that would provide clear direction in statute for employers and employees on company vehicles. Discussions are ongoing on the scope and parameters of possible legislative solutions.

For More Information, Contact Kris Tefft at AWB: KrisT@AWB.org or (360) 943-1600

Labor's 2008 Priority: The So-Called "Worker Privacy Act"

Impact: Prohibits employers from requiring employees to "attend a meeting, or listen to, or respond to, or participate in, any other [sic] communication when a purpose of the requirement is to ensure that employees receive communications relating to political or religious matters or to influence the employee's beliefs, opinions, or actions about political or religious matters." Definition of "Political Matters": "Matters directly related to candidates, elected officials, ballot propositions, legislation, election campaigns, political parties, and political, social, community, and labor or other mutual aid organizations."

Paid Family Leave - Latest News!

Impact: Still undetermined are who will administer and oversee this program and how the program be financed? A task force began meeting in late 2007 and is charged with bringing drafted legislation back to the 2008 session.

West Sound Human Resource
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www.wshrma.org

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