



West Sound Human Resource Management Association

West Sound Happenings

September 2005

Save The Date

Monthly Luncheons

October 2005

No Meeting due to NHRMA Conference
Bend, Oregon
October 10 - 12

1/2 Day Conference
November 9, 2005
Alice Rowe, Ph.D

Special
Holiday Luncheon
December 14, 2005
Speaker: De Hicks

Free to WSHRMA
Members

Please continue to check our website at www.wshrma.org for updated information on the above events.



WSHRMA September Luncheon Workforce Readiness: What is HR's Role?

Presented by: Sharon Tucker, PHR,
HR Manager, Kitsap Credit Union

September 14, 2005— Silverdale Red Lion

Bring school supplies to donate to local needy children through KCR and be entered into our raffle!!!

Workforce Readiness includes the preparation of a qualified workforce through various methods such as the public schools, vocational and technical colleges, adult education opportunities and internal training. With the baby boomer generation starting to retire the labor shortage must be addressed and HR must be involved in this evolving process. Such efforts mandate collaboration between business / industry, local, state, and national government, educators, and the local community.

This highly interactive presentation will give you some ideas on how you can get involved in our community to help mold the future workforce and leaders of our organizations. We need to work together for solutions with the new workforce!

Sharon has been in the Human Resources field for 18 years. She obtained her PHR certification in 1997 and continues to be active with the SHRM Washington State Council, currently serving as the SW District Director and is the VP of Programs for WSHRMA. She is currently employed as HR Manager for Kitsap Credit Union.

RSVP by September 9, 2005

Date: September 14, 2005
Time: **11:45 a.m. to 1:30 p.m.**
Place: Silverdale Red Lion Inn
Price: \$15.00 Member*
\$25.00 Non-Members*
RSVP: wshrma@artanderson.com
360-479-5600 x2265



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

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



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

AFFILIATE OF



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 Debbie Laudenslager at 360-415-6533 or e-mail to dlaudenslager@kpshealthplan.com

IN THE NEWS

SHRM.ORG



Survey confirms overtime rules haven't hurt employee pay

By Steve Bates

One year after the U.S. Department of Labor (DOL) issued controversial new rules for overtime pay eligibility, it is clear that the rules have not stripped many American workers of their right to overtime, according to a new survey by the Society for Human Resource Management (SHRM).

Critics of the regulations had claimed that up to 6 million U.S. workers would lose their overtime protections under the Bush administration's changes. The overtime rules, promulgated under the Fair Labor Standards Act (FLSA), had not been subject to a comprehensive overhaul for a generation. The changes went into effect Aug. 23, 2004, despite some efforts by Democrats in Congress to alter them or bar enforcement of them.

In the immediate aftermath, administration critics failed to demonstrate the harm to workers, and DOL officials claimed that more workers were gaining overtime eligibility than losing it. The new SHRM study supports that assertion.

Only a fraction of 1 percent of employees represented by the HR professionals surveyed for the report had their status changed from nonexempt to exempt—and therefore ineligible for overtime guarantees—under the rules. In fact, the survey report found that three-fourths of survey respondents had no change in the number of their employees eligible for overtime. Most of those whose status changed were given overtime rights.

SHRM conducted the survey “to help shed light on the issue,” according to the report. “SHRM was interested in understanding the effects of the new regulations and thought it prudent to study the issue after the regulations had been in effect for some time.”

However, the new rules did cause some problems for HR professionals, poll results show.

Most of the respondents “did perceive increases in actual administrative costs, actual and projected annual overtime costs, and actual and projected salary costs,” the survey report states.

In addition, HR professionals received numerous employee inquiries about the regulations, notably questions about why employees were changed to nonexempt status. Fifty-four percent of respondents faced such questions.

Respondents said they were challenged at times in applying the new regulations to some positions. Some noted a drop in morale among employees who gained overtime rights but lost their exempt status. Many HR professionals said they struggled to interpret the federal regulations in coordination with state rules. The need to track additional overtime hours; the impact on merit pay and bonus calculations; and negotiations with unions also were headaches reported as resulting from the changes.

FALL HALF DAY CONFERENCE

BUILDING AND KEEPING HIGH-PERFORMING TEAMS

BY ALICE ROWE, PHD

www.alicerowe.com

NOVEMBER 9, 2005, MORNING



Plan to join us for our half day workshop that is designed to compliment our Spring Conference that was presented on working with teams. As HR professionals and managers we are all aware how important it is to have effective teams in our organizations. Come hear the latest on how to build and keep your teams performing at a high level!

Learn the key elements of high performing teams and identify ways to move your team toward those elements. This highly interactive session will also focus on ways to encourage collaboration. You will leave with an action plan of ways to help your team be stronger and more effective.

Dr. Rowe creates and delivers training programs for business, industry, government, and the professions. She provides tools for enabling clients to increase performance by developing strong management skills and building effective teams. Her innovative and enthusiastic presentation style has generated a high demand for her services. Dr. Rowe also facilitates retreats and meetings, helping the group stay focused and energized.

A unique blend of corporate trainer, educator, and public speaker, Alice Rowe has worked in her profession for over twenty years and has consulted with over 100 diverse organizations. She designs her own materials, which have included a 40-hour training course entitled Supervision and Group Performance which was adapted by the U.S. Office of Personnel Management and used nationwide. As an educator, Dr. Rowe has taught on the community, college, and masters level.

- Doctorate in Human and Organization Development, The Fielding Institute
- Master's Degree in Public Administration, Syracuse University
- Bachelor's Degree in Political Science, Simmons College
- Author, *Where Have All the Smart Women Gone?*, a study of women and achievement



Overtime—Cont. from page 2

Overall eligibility for benefits did not change in the small number of instances where employee status was changed from nonexempt to exempt, the report shows. However, 9 percent of poll respondents who reported reclassifying employees from nonexempt to exempt had to alter eligibility for paid time off for these workers. Eligibility for sick time, vacation time and tuition assistance also were affected for some workers.

Thirty-seven percent of survey respondents said they reviewed all positions in their organizations to determine if they were classified properly under the revised regulations. Thirty-one percent reviewed only jobs that were nonexempt and/or previously unclear. Twenty-five percent of HR professionals reviewed only positions previously classified as exempt.

In addition, some survey respondents reported that there are still some areas of the FLSA that need clarification. For example, more than half of those surveyed said that there is lingering confusion over how to classify computer professionals. Nearly one-fourth said they had joint employer issues regarding certain employees.

“While long overdue,” the report concludes, “the revised regulations still leave room for additional clarification in the FLSA.”

HRCI ANNOUNCES NEW CERTIFICATIONS

HRCI developing new certifications for HR professionals

By Beth McConnell

Two new certifications from the Human Resource Certification Institute (HRCI) will gauge how well HR professionals have mastered administrative-level knowledge and strategic business competencies in HR.

The HRCI Board of Directors approved the certifications at its June meeting after conducting feasibility studies that found a need and market for a certification for nonexempt HR professionals, said HRCI director Cornelia Springer, CAE.

“We get calls from members every day who are nonexempt and don’t qualify for the PHR,” Springer said. “They want to know what other certifications they can obtain.”

Only exempt HR professionals can sit for the existing certifications, the Professional in Human Resources (PHR) and the Senior Professional in Human Resources (SPHR). The administrative-level certification is geared toward entry-level, administrative HR employees. Preparation for the exam and taking the test can help create a good foundation for future HR professionals, Springer said. Other potential candidates include HR employees in support roles or in small organizations who do more than just HR tasks. Also, administrative HR workers who want to hone their skills and “be really good at what they’re doing” would be interested in the certification, Springer said.

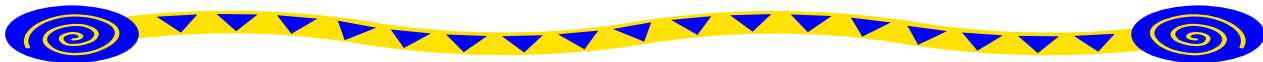
The strategic business competencies certification will focus on the skills that senior-level HR professionals need. In discussions about developing this certification, Springer said, the HRCI board wanted to challenge upper-level HR executives and directors to show their professional competencies.

“We want to be absolutely clear that this certification is for those professionals aspiring to the top HR jobs,” Springer said. “It will test competencies and not knowledge. That will be the difference between it and the SPHR.”

Springer added that the strategic business competencies certification would not be more or less valuable than the SPHR—“it’s more to the side, not higher than the SPHR”—and there would probably be fewer test takers than for the SPHR.

HRCI is developing both of the certifications and will most likely give the first tests in 2007, Springer said.

Beth McConnell is associate editor for HR News. She can be reached at emcconnell@shrm.org.



HRCI STUDY GROUP



The WSHRMA study group for the Human Resource Certification Exam is scheduled to begin in September. Meeting days and times are to be determined. If you are interested in joining the group contact Cynthia Crisp at 360-475-7306 or e-mail at Ccrisp@oc.ctc.edu.

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. You must be a SHRM member to be eligible to participate in the WSHRMA study group.

Fees: WSHRMA members— free.

All other SHRM Members (at large and other chapter members)— \$125

SECOND ARTICLE IN A SERIES OF FIVE
BUILDING COMPETENCE FOR CRITICAL CONVERSATIONS:
PART II—STAY FOCUSED ON WHAT YOU REALLY WANT

BY: DOUG NATHAN, MEDIATOR AND CONSULTANT
SOUND OPTIONS GROUPS, LLC

When we find ourselves doing poorly in a crucial conversation, we're likely to conclude that the first thing that changes is our behavior. We see and hear the behavior—the folding of arms and shutting of mouths, or fingers pointing as voices get louder and faces more red. Why do we act in ways that guarantee to take us further from the result we want?

Our actions respond to our altered motives. We walk into the room wanting to solve a problem, but if we feel a threat to our ideas, our values, or our sense of who we are (our identity), our emotions kick-in and our motives quickly shift, usually to some form of self-preservation. Physiologically, those little glands atop our kidneys push adrenaline into our bloodstream. Our blood-flow redirects from our brain to the major muscle groups in our legs and arms. In the very moment we need our rational brain the most, it's blood-starved and dumbed-down. We revert to a form of reasoning that our Neanderthal relatives would recognize. We go to silence or violence; flight or fight.

We instantly change from problem-solver to problem-slayer—clear that the other person has become the problem. “I am right, and therefore you are wrong. And I will prove it to you.” Our emotions fuel a satisfying sense of self-righteousness—at least momentarily. We either pile on the facts that support our position, or withhold information we have that might help the other person. Any chance for dialogue—the free flow of meaning between one or more people—evaporates. Instead of each person adding their meaning to deepen and enlarge the pool of *shared* meaning, we stand isolated and ignorant in our own shallow pools of understanding.

Once the adrenaline-induced narcosis subsides, we are left with the residue of hurt feelings on both sides, a problem that still needs to be resolved, and the continued prospect of poor results.

How can you avoid this scenario the next time? Stay focused on what you really want. Ask yourself: What do I really want for myself, the other person, and our relationship?

This simple question works to re-engage your brain and slow the downward spiral of reactions. For example, you might ask, “Do I really want to berate him in public and make him look foolish?” Your initial response might be “Yes, I want to hurt him.” But if you focus on the question, “What do I really want?”, you'll probably remind yourself about what is truly important. “I want to figure out how to run this investigation more successfully. Yes, I want the investigation to succeed. I want to get his help.”

Now that you've begun to reengage your ability to reason, you have a second question to explore: Ask yourself: How would I behave if I really did want that (for myself, the other, and our relationship)?

If you really did want to run a successful investigation, how would you behave? Would you still be pointing that finger and blaming him? Probably not. You are faced with an option. You can continue the way you're going, see the other person as an enemy who deserves your ire, or drop your finger and your voice and continue by behaving in a way more consistent with your real motive. The choice is yours.

Now that you've de-escalated your own emotions and refocused on your real motive by asking the two questions, you stand a better chance of acting in a way that gets you what you really want. *To learn why complexity gets you better results in crucial conversations, read next month's article.*



Doug Nathan is a mediator and consultant with [Sound Options Group, LLC](#), offering consulting, training, and facilitation services for over eleven years. Sound Options Group helps local, state-wide and national organizations hold difficult conversations so they can manage change, develop leaders, and build high-performance teams. Doug is a certified trainer of *Crucial Conversations*[®], a two-day course based on the *New York Times* best selling book that equips people with the tools to handle life's most difficult and important conversations and achieve positive results.

West Sound Human Resource
Management Association
PO Box 1285
Bremerton, WA 98337



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website at
www.wshrma.org

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sharlene@pchswweb.org

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Lisah@fredhillmaterials.com

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360-479-5600
Dhull@artanderson.com

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(360) 394-1300
spagel@watsonfurniture.com

Education & Certification Ad- vocate

Cynthia Crisp, PHR
360-475-7306
Ccrisp@oc.ctc.edu

Community Liaison/Diversity Director

Linda Corpe
360-373-2686
lcorpe@amiinter.com

Job Bank Coord./Publications Director

Debbie Laudenslager, SPHR
360-415-6533
dlaudenslager@kpshealthplans.com