

Montgomery County SHRM



2007 SHRM **SUPERIOR MERIT AWARD**
CHAPTER

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FOR HUMAN RESOURCE MANAGEMENT**
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Montgomery County SHRM Exchange, the general newsletter of the chapter is published monthly except July and August. Topic articles and items of interest to the general membership are welcome. Items may be sent to the attention of Heather Albarano, MA, PHR, Editor, halbarano@gmail.com.
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Volume 20, Number 7

October 2009

President's Corner by: James Gillette

I would like to offer the following comments as possible talking points you can share with managers in your organizations. We each have as one of our responsibilities the requirement to continually evaluate and identify talent to meet current and future needs, and to develop those entrusted to our leadership. Our people are our resources, and it is our obligation to ensure that these resources have an environment that fosters their survival and provides them with opportunities to thrive, contribute, be recognized, grow professionally, and to achieve to their maximum potential.

The process should include a deliberate and systematic approach to staff development and resource identification. The goal of which is to ensure that as our organizations mature and evolve, that we have the quality and quantity of talent – the so-called “bench” – necessary to meet today’s requirements and the demands and challenges of tomorrow’s business opportunities.

Staff development is a proactive process requiring an investment for the future. Here are some of the key components:

You know that the right talent to meet our goals is in limited supply. You can, and in some cases must, go to the marketplace to recruit needed resources, but as we attract new talent, it is also essential for us to create an internal ready reserve.

Our organizations have a vision and our visions must stay well focused. You must constantly examine the workplace, projections, technology, the availability of new graduates and others entering our fields, government and other outside influences, legal and financial conditions affecting our industry. You must know where we are headed and, with that in mind, predict the skills we will need to meet our objectives this year and in the future.

You need to understand our current talent pool, and to know or be able to reasonably estimate how many people will leave the organization due to retirement or other reasons. Of that group, we need to know how many will be in experienced professional, technical, or administrative

positions, how many will be management and how many will be in other key roles. You need to know who is ready, willing and able to step into those positions. You need to be able to identify individuals with the knowledge or the potential to fill the gaps.

You must focus on key positions and have a plan to fill those key positions when incumbents inevitably move on or out of the organization. You have to be identifying and preparing “successors” at all levels.

Don’t limit your potential by looking only at the “obvious” candidates. Instead, continually and deliberately revisit your “bench” to ensure that your evaluation of your talent pool is current. Use the annual performance appraisal process and the annual planning and budget process as an opportunity to look for hidden talent. Be attuned not only to the very visible “high flyers”, but also watch for those individuals who simply go about their day quietly making a difference. Including a Development Plan is a very important part of an effective performance appraisal process. It serves all the traditional purposes its name implies. It can also be a tool to identify new candidates for targeted attention. During the development plan phase, you and your direct reports have a prime opportunity to examine their strengths and weaknesses, as well as organizational needs and individual career objectives.

All levels of managers are accountable for identifying talent among their teams. One of the measures of your success will be how well you identify and develop future talent.

Appropriate development activity is necessary at all levels for the continual improvement of the quality and effectiveness of our people resources.

Development can involve temporary assignments, special projects, committee work and task force assignments, as well as traditional in-house training, outside coursework, conferences and seminars.

Programs by: Yeny Kerrigan

Happy Fall! We have some great programs coming up so please log onto our website at <http://mcshrm.shrm.org> Go under events and register! We are still looking for Sponsors for our December Social, please contact yeny@morganstephens.com for more information. Hope to see you in our next meeting...

October 21, 2009

Dinner Meeting

Time: 6:00 PM– 8:30 PM
Location: 2 Montgomery Village Ave; Gaithersburg MD (Holiday Inn)
Topic: Recruiting Methods and Strategies
Speaker: Yeny Kerrigan
Sponsor: Liberty Mutual Insurance
HRCI Credits: This program is pending 2.0 HRCI Credits
Cost: \$20.00 Members; \$35.00 Non Members
Summary: In this program, members and guests will learn the different methods of recruitment including but not limited to: job fairs, recruiting firms, ads, networking and more. The cost and time involved in using these different methods and how to effectively use them to cut costs. How to get the “best” candidate; effectively review the hundreds of resumes generated by a single AD. Also, in this program, you will learn how to present/communicate these methods to the executive team and finance team in order to get HR involved in the decision making and get better HR budgets!

November 17, 2009

Breakfast Meeting

Time: 7:00 AM – 9:00AM
Location: 12820 Wisteria Drive, Germantown, MD 20874 (Mid-Atlantic FCU)
Topic: Maintaining Strategic Performance in a Recession Using Green Learning
Speaker: Michael Warren, CEO with Streamline Strategies
HRCI Credits: Approved 2 HRCI General Credits
Cost: \$10.00 Members \$20.00 Non Members
Summary: Maintaining strategic performance during a recession requires a new approach to training that involves both the role of training and the effectiveness of training. Corporations rely on teams to execute strategic initiatives. Providing these teams with hard analytic skills allows them to solve business problems more quickly and more effectively, thus improving strategic execution, strategic performance and revenues. Utilizing training that is sustainable, renewable and lowers carbon footprint greatly reduces training costs while generating continuous learning for strategic teams. The only learning design that can accomplish this is Green Learning. Find out what it is, how to make the business case to your CEO, and how best to deploy Green Learning in your organization.

December 16, 2009

Holiday Social

Time: 6:00 PM – 9:00PM
Location: 2 Montgomery Village Ave, Gaithersburg, MD 20879 (Holiday Inn)
Topic: Holiday Fun!
Sponsors: Mid Atlantic Federal Credit Union
 Ameriprice Financial Services
 Alzheimers Association-National Capital Area Chapter
 DC Metro Business Leadership Network
Cost: Free to MCSHRM Members \$35.00 Non Members
Summary: Join us for an evening of celebrating 2009 and unwind! We will have door prizes from our sponsors and MCSHRM.

January 20, 2010

Dinner Meeting

Time: 6:00 PM-8:30PM
Location: 2 Montgomery Village Ave, Gaithersburg, MD 20879 (Holiday Inn)
Topic: Strengthening Corporate Structures
Speaker: Joe Raia with Glimmer Glass Consulting & Training
HRCI Credits: Pending 1.50 HRCI Credits
Cost: \$20.00 Members; \$35.00 Non Members

Membership Update by: Theresa Hershey, PHR

Our active membership count is currently 148!

MCSHRM's membership year runs from January 1st through December 31st and it is time to begin our 2010 membership drive! We will kick it off this year with our "Refer a Friend" program. Active MCSHRM members will receive MCSHRM Rewards when they refer eligible friends and colleagues to join our chapter!

In order to earn MCSHRM Rewards, the following requirements must be met.

1. Friend must be a "new" member or inactive for more than 1 year.
2. Friend must meet requirements for MCSHRM membership, actually apply, and pay their dues.

Active MCSHRM members will earn one Rewards Voucher for each successful referral they make. Those vouchers may then be redeemed as follows!

One Rewards Voucher = One FREE chapter meeting
Four Rewards Vouchers = One FREE ½ day Seminar

MCSHRM Rewards Vouchers will be distributed for successful referrals during our monthly chapter meetings.

If you would like to get a head start on your renewal to prevent any lapse in membership, please go to our website <http://mcshrm.shrm.org> and click on JOIN, then RENEW. Please take a few minutes to complete our membership application so we can ensure that your information in Memberclicks is up to date and to verify that you still have an **active** National SHRM membership number.

Dues payments can be made through Pay Pal or by sending a check for \$50.00 to:

MCSHRM - Attention Membership
P.O. Box 206
Gaithersburg, MD 20884-0206

**If you are paying by check, please remember to indicate on the check, who the dues payment is for!!

Please note – if you have not renewed your National SHRM membership, please do so ASAP!
MCSHRM is a 100% chapter. This means that in order for you to continue to enjoy the benefits of MCSHRM membership, you must maintain an active National SHRM membership as well. If you do not renew your National SHRM membership your MCSHRM membership will become "inactive."

Excellence not Perfection by: Carlos Hernandez, CBP, CCP, PHR

The other day I read an article about this topic "Excellence not Perfection" It had the following list that compared and contrasted excellence and perfection:

Perfection is being right. Excellence is being willing to be wrong.
Perfection is fear. Excellence is taking a risk.
Perfection is anger and frustration. Excellence is powerful.
Perfection is control. Excellence is spontaneous.
Perfection is judgment. Excellence is accepting.
Perfection is taking. Excellence is giving.
Perfection is doubt. Excellence is confidence.
Perfection is pressure. Excellence is natural.
Perfection is destination. Excellence is the journey.

Per Vince Lombardi, legendary Football Coach of the Green Bay Packers, "Perfection is not attainable, but if we chase perfection we will catch excellence"

So I recommend that you take a look at this list to recognize the difference between excellence and perfection and then make sure that you communicate to your employees that you're looking for excellence, not for perfection from them. As managers, we should not expect perfection because as Mr. Lombardi said "It is not going to happen"

Montgomery County Society for Human Resources

Sponsorship Opportunities

- Executive Sponsor- \$2000
- Associate Sponsor- \$1000
- Monthly Meeting Sponsorship - \$300

Executive Sponsorship

- Company name/logo displayed in chapter publications and at meetings/events (provided by sponsors)
- Company logo displayed on chapter's home web page for 6 months
- Up to 5 complimentary memberships to MCSHRM Chapter
- 2 Opportunities for up to 5-minute presentation at a monthly meeting within a 12 month period (Discretion of Program Chair)
- Opportunities for up to 5-minute presentation at a monthly meeting within a 12 month period (Discretion of Program Chair)
- 2 Opportunities to display company tagline on monthly program announcement at selected meetings (Discretion of Program Chair)

Associate Sponsor

- Company name/logo displayed in publications and at meeting events
- Company logo displayed on chapter's secondary web page for 6 months
- 2 complimentary memberships to MCSHRM chapter
- 1 Opportunity for up to 5-minute presentation at a monthly meeting within a 12 month period (Discretion of Program Chair)
- 1 Opportunity for up to 5-minute presentation at a monthly meeting within a 12 month period (Discretion of Program Chair)
- 1 Opportunities to display company tagline on monthly program announcement at selected meetings (Discretion of Program Chair)

Monthly Program Sponsor

- Company name/logo displayed in chapter publications and at meetings/events (provided by sponsors)
- Company name/logo displayed on chapters web page promoting the monthly program
- 2 complimentary registrants to attend the monthly program meeting
- 5 minute presentation during monthly program meeting
- Display and distribute of company materials during the monthly program meeting

Other Advertisement Opportunities

- Company name/logo/tagline/ad on website- \$100 per month or \$400 for 6 months
- Company name/logo/tagline/ad in E-Newsletter: ¼ page-\$75; ½ page \$125; Full \$150

***Trying to reach HR
professionals? Try advertising in our
Newsletter or at one of our meetings and
reach over 100 HR
professionals***

September Chapter Meeting By: Rana Katsha, PHR

This month's chapter meeting speaker was Erik Johnson, Esq., President of Creative Dispute Resolutions, LLC.

Erik provided our members with a number of reasons why an employer and employee should consider mediation or arbitration instead of litigation. For the most part, litigation is very expensive. Erik stated that litigated cases on the average cost are \$200,000. Not only are they expensive but time-consuming, as the median time between the date of a lawsuit and the start of a trial is approximately 2.5 years. Finally, litigation can be very risky for both parties and is publicized for the public (court records, etc). Employers who don't want the public to know of the case may want to consider a confidential process in resolving the issue and can turn to mediation. Alternative Dispute Resolution (ADR) seems to be a growing practice in the past ten years, and even more attractive to employers in the past year with the affects of the economy, which saves money and time.

Erik provided the members some positive reasons to consider ADR, especially mediation as the process to take to resolve workplace disputes and lawsuits.

Mediation

Mediation is a confidential process, so employers can avoid negative publicity.

A neutral third party facilitates the communication process and assists in identifying the real interests and issues. The mediator helps generate creative options for resolutions and helps resolve the disputes with a binding agreement.

Parties retain the decision-making power. If they don't settle the dispute through mediation, they can always go back to court.

Mediation on the average takes about half a day to a full day.

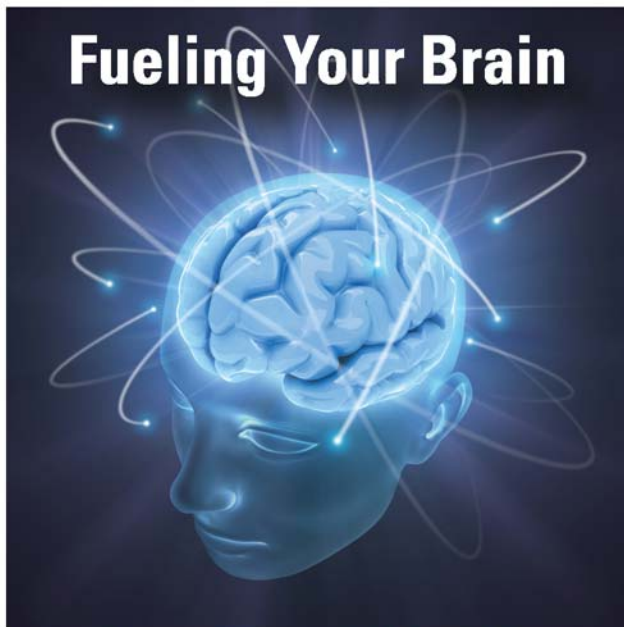
Arbitration

Arbitration allows the parties to retain a neutral third party (or panel of three) to serve as an arbitrator. The parties can select the judge to arbitrate the case. Arbitration is more confidential than litigation. The process is done under oath, is binding and cannot be overturned. It gives closure to the parties.

Erik stated that litigation does not always bring closure and satisfaction to the parties involved, whereas, mediation allows the parties to express their thoughts and although a verdict may fine the company, the employee may never receive payment. One may never be able to stand up in court and say what is on their mind but in mediation although it is a controlled environment, the parties can share their thoughts.

Erik provided additional information regarding ADR, which can be found on the company's website at www.creativedisputeresolutions.com.

MCSHRM would like to thank Erik Johnson, Esq. For his time and a very informative presentation on the use of mediation and arbitration to resolve workplace disputes and lawsuits.



Fueling Your Brain

Fueling Your Workforce

2009

*An event for human resource professionals
and business leaders.*

November 12, 2009

Pooks Hill Marriott ~ Bethesda, MD

alz.org/nca

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Community Affairs by: Tish Honse

COMMUNITY AFFAIRS

As a way to give back to our community, Montgomery County SHRM is planning two activities for Thanksgiving. We will collect non-perishable food items at our November meeting on Tuesday, November 17, 2009 for the Manna Food Center in Montgomery County. If you prefer, you may make a monetary donation by bringing a check payable to "Manna Food Center".

The most needed food items are:

Peanut Butter	Shelf-stable Milk
Tuna Fish	Cereal
Canned Fruits and Vegetables	Oatmeal
Rice	Pasta
Canned Meat and Fish	Baby Food

Additionally, if you are interested in delivering food for the Food & Friends organization, we hope to organize a group to make meal deliveries for Thanksgiving. Should you want to join us, please contact me at phonse@ahm.com

For information regarding the two organizations, go to:

<http://www.mannafood.org/index.cfm>

<http://www.foodandfriends.org>

Heads up for December – we will be collecting toys at the Holiday Social.



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Envision Excellence specializes in leadership coaching and organizational development consulting to provide solutions and support in achieving greater success.

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Laurie Maddalena is a certified professional coach who has a passion for helping leaders become more efficient and effective so they can make a greater impact in their organizations.

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