

WCASHRM MANAGERS' SEMINAR PROGRAM INFO

Opening Keynote Speaker Jesse Branch, former College Football Coach, and Hall of Fame Nominee, "Shake It Off And Step Up!"

8:30 a.m. – 9:15 a.m.

Jesse Branch is a Sulphur Springs, Arkansas native, graduating from Watson Chapel High School in 1959. He attended the University of Arkansas on a football scholarship playing both offense and defense for Frank Broyles lettering in '61 and '62, and named All Southwest Conference in 1962. At the end of his academic career, he played professionally for the Calgary Stampeders where he still holds the punt return record with a 105 yard touchdown. In 1965, he began his coaching career at Mississippi State, followed by stints for the Kansas State Wildcats, the Oregon Ducks, and 11 years at Arkansas where he coached for Frank Broyles, Lou Holtz and Ken Hatfield. While there he coached in 9 bowl games. Jesse then served as Head Football Coach of Southwest Missouri State (now Missouri State) in Springfield, Missouri where he coached for 9 seasons. While at Missouri State, he led his teams to back to back Gateway Conference championships and was named NCAA Region 5 Coach of the Year in 1989 and 1990. Branch is a 4 time Hall of Fame inductee for his playing and coaching talents; Watson Chapel Hall of Fame, University of Arkansas Hall of Honor, Southwest Missouri State Hall of Fame, and the Arkansas Sports Hall of Fame. In 1995, he returned to his alma mater to serve the University of Arkansas as Associate Athletic Director, serving under Broyles from 1995 to 2000 before retiring. His retirement was short lived when he was named Head Football Coach at Henderson State University. He retired in 2005 and moved to HSV with his wife, Lee Ann. Branch has since become the colorful commentator for the Thursday night Gulf South Conference TV games of the week on Cox Sports. Jesse is very active with the Fellowship of Christian Athletes and is a Rotarian with 14 years perfect attendance.

Documentation, Documentation, Documentation. • Sheryl Childs, PHR

9:30 - 10:30 a.m. & 11:00 - 12 Noon

In this seminar, supervisors and managers will learn about the importance of documentation, as well as specific examples on the correct way to document behavior and expectations. The speaker will help managers recognize situations that should be documented. The session will cover everything from verbal warnings to performance appraisals and everything in between.

About the Speaker: Sheryl Childs, PHR is the founder and principal of HRM Consulting. With over two decades of extensive HR experience, she offers outsource solutions for public and private employers in the areas of employee relations, risk management, performance management, HR compliance, supervisory training, policy & procedures development, organizational communication and compensation. Sheryl received the Outstanding Professional Member Award from the Central Arkansas Human Resources Association in 1996. She is a graduate of the University of Arkansas Little Rock with a Liberal Arts degree, with emphases in Industrial/Organizational Psychology and Personnel Management.

Creating an Environment for Motivated Employees • Lisa Carver

9:30 - 10:30 a.m. & 11:00 - 12 Noon

Through a better understanding of employee motivational needs, human resources professionals are able to design more meaningful incentive and reward programs; build teams and relationships; provide more effective mentoring and accomplish their company's goals. A positively motivated employee works harder and is more productive thus enhancing bottom-line revenue. This interactive discussion highlights ways to develop an environment for motivation, techniques for motivating employees, best practices utilized by effective companies and suggestions for employee input. Happiness is contagious and motivation can be contagious as well.

About the Speaker: Lisa Carver is the President of Moxie Consulting Inc., a human resources consulting business based in Little Rock, AR. Previously, she held positions at the cities of Denton, Carrollton and Plano, CitiCapital, Texas Woman's University and the State of Arkansas, Department of Information Services. Lisa has designed and facilitated employee development and management/leadership training since 1988. Drawing upon her experiences as a customer service professional, alumni relations director, special events planner, leadership team member and supervisor, Lisa presents programs that motivate change in employee behavior. Lisa has designed and implemented corporate universities in her positions of Training Manager, Vice President of Business Education and Organizational Development Manager.

Dealing with Employee Issues & Complaints • Ellen Owens Smith

9:30 - 10:30 a.m. & 11:00 - 12 Noon

As a supervisor and manager, you're dealing with the front line employee on a routine basis, and employees are more than likely willing to express complaints to their supervisors. In addition, as a manager, you're relied onto deal with employee "problem" issues During this session, Ellen Smith, employment law attorney, will help managers recognize when it's just plain "bellyaching" or when it's complaints about a "protected activity". He'll help you to be able to listen and respond appropriately during these difficult circumstances and when to get HR involved.

About the Speaker: Ellen Owens Smith is a partner in the Labor and Employment Litigation Section of Friday, Eldredge & Clark. Her practice is focused on representing employers in all areas of labor and employment law, including ADA, FMLA, Wage and Hour, Title VII, trade secrets and covenants not to compete. She also has experience representing property owners in suits involving compliance with the Fair Housing Amendments Act and the ADA accessibility provisions. Her practice includes not only representation of employers before courts, arbitrators, and administrative bodies, but also

working closely with clients to ensure compliance with all applicable employment and civil rights laws.

Discipline & Termination: the Movie ▪ Tim Orellano, PHR

1:00 - 2:00 p.m. & 2:15 - 3:15 p.m.

To terminate or not to terminate that is the question. The discipline process is like a movie; with staging, actors, props, rehearsal, scripts and you are the star. This presentation will give you tips and strategies to direct an Oscar winning movie. You will learn where we go wrong, how to handle the "monkey", how to prepare for the rehearsal and ways the discipline process and even if you are the "Terminator" you will receive a standing ovation. In addition, you will understand a different perspective on the discipline process, learn tips and strategies for successful communication of expectations, learn about documentation and "how to say it" strategies.

About the Speaker: Tim Orellano, PHR is the President of *The Human Resources Team*, a Little Rock based human resources management consulting company. His consulting firm provides training, human resources consulting services, affirmative action plan solutions and implementation to support an organization's human resource needs and strategies. He has over 25 years of HR experience in the service, manufacturing and banking industries. He specializes in helping organizations with Affirmative Action compliance. He is the past President of the Central Arkansas Human Resources Association, State SHRM Council and served as President of the SHRM Consultants Forum Board of Directors. He is a recipient of the *Outstanding Member Award* from the local SHRM chapter and the Arkansas Chapter of the American Society for Training and Development. He received the *Arkansas Human Resources Professional of the Year Award* and was finalist for the SHRM National Award for Professional Excellence.

How to Do More with Less ▪ Brian Sorenson, SPHR

1:00 - 2:00 p.m. & 2:15 - 3:15 p.m.

With the current state of the U.S. economy, companies are cutting costs wherever they can. Today's managers face more challenges than ever before, and are finding themselves doing more with less – less resources, less staff, less time. In order to be successful, managers need to find a way to keep employees and themselves motivated, while taking control of their personal productivity with more planning to envision successful outcomes. Managers will learn hands-on approaches to do more with less.

About the Speaker: Brian Sorensen, SPHR is Talent Development Manager for Tyson Foods, and President-Elect of the Northwest Arkansas Human Resources Association (NOARK). Brian has spent the last ten years in the Human Resources profession, serving three publicly-traded companies in recruiting, training and generalist roles. He is a two-time graduate of the University of Arkansas in Fayetteville, with a Bachelor's degree in Sociology and a Master's degree in Operations Management.

Conflict Resolution ▪ Jason Hudnell

1:00 - 2:00 p.m. & 3:30 - 4:30 p.m.

As Managers you have the unique responsibility of working with people on a daily basis. That being said, you have surely been involved in a conflict or two. Where there are people there is conflict! This energetic and humorous presentation will give you some tried and true tips in dealing with conflict in many types of work and personal relationships.

About the Speaker: Jason Hudnell currently serves as Assistant Director of Technology Center at National Park Community College. A graduate of Ouachita Baptist University, he also serves as President of the National Association of Workforce Improvement (NAWI), Secretary/Treasurer of Arkansas Association of Career and Technical Education Administrators (AACTEA), and Vice-President of Leadership Hot Springs Class XXI. Jason also holds a Master's Degree from Arkansas Tech University. Jason also frequently speaks to local businesses and at state, regional and national conferences.

Avoiding Unionization as a Manager ▪ Dennis Dyszelski

2:15 - 3:15 p.m. & 3:30 - 4:30 p.m.

During this session, you will hear about the Employee Free Choice Act (EFCA) bill that is being discussed in Washington. The bill would provide unions an easy street to organizing your organization. Could decisions by the National Labor Relations Board enact EFCA? As a manager, you need to be aware of what you can say and not say if the union knocks on your door; and what type of questions employees may ask supervisors and how to answer those employee questions to avoid an Unfair Labor Practice. The speaker will also go into what should your organization and you, as a manager, should be doing now to maintain a union free workplace. Could free speech today not be free in the future?

About the Speaker: Dennis Dyszelski is president of Professional Consulting Services, a nationwide labor relations consulting firm specializing in helping organizations maintain a union free environment. Prior to consulting, Dennis held the position of Director of Labor Relations for Sperry-Vickers in Troy, Michigan. Dennis has worked closely with CEO's resolving critical issues, developing communication programs, training supervisors in labor relations, and providing solutions for counteracting unionization. He has also served as chief spokesperson in labor contract negotiations.