

WEST CENTRAL ARKANSAS SOCIETY FOR HUMAN RESOURCE MANAGEMENT



17th Annual

Managers Seminar

This seminar is designed for all levels of management from the newly promoted manager to the senior level manager. A small business owner to a large corporation will benefit with the concurrent session content which allows YOU to select what topics you need. Six hours CE will be available.

\$75 PER PERSON

INCLUDES LUNCH

COST INCREASES AFTER 8/8

KEYNOTE: Leading Through Crisis—Deb Schmidt, The Loyalty Leader

CONCURRENT TOPICS & SPEAKERS

Recharge Your Batteries and Reshape Company Culture - Deb Schmidt

Conflict Resolution - Jason Hudnell

Employee Engagement: Who is Responsible - Minnie Lenox

Soft Skills for the Workplace - Christi Nation

Coaching for Performance: Managing Hard to Manage Employees - Janetta Ritter

Agents of Change: The Important Role of Managers - Janie Warner

Tricky Situations - Wayne Young

Ask an Attorney & HR Professional Panel

Attend this quality award winning seminar for hands on tools and ideas to make you a better, more effective and motivated manager.

Presenting Sponsor

FirstStaff

THURSDAY, AUGUST 25, 2022, 8 A.M. - 4 P.M.

HOT SPRINGS CONVENTION CENTER, ROOMS 207-209

Registration is available online at www.WCASHRM.org.

KEYNOTE: LEADING THROUGH CRISIS - LOYALTY LEADER DEBRA SCHMIDT

The coronavirus pandemic and its economic aftershocks have most likely affected your business and, more specifically, your team. However, there are ways to deal with these challenges, and it's essential to begin by assessing what your employees need most right now. People look to their leaders in times of change. They want to feel that they play an essential role and believe it will work to their benefit. Influential leaders have the agility to anticipate and respond to changing conditions. They can initiate, manage, and engage their teams, bringing new opportunities to the organization. [Loyalty Leader Debra Schmidt](#) will teach you seven strategic ways to help employees stay motivated and focused on priority initiatives while coping with changing conditions. You will learn:

1. Four ways to stay cool
2. Four ways to stay present
3. How to tap into communication power
4. Use the 3 R's to increase employee engagement
5. Ways to throw out old expectations and create new ones
6. Techniques to strengthen connections with colleagues and customers
7. How to boost employee confidence



Debra J. Schmidt is known as the Loyalty Leader®. She is in demand as one of the nation's top customer loyalty experts. She is a corporate trainer, professional speaker, consultant and author who helps companies build loyalty to keep more customers, reward great employees, get more referrals, and sell more products. Deb motivates, educates, entertains and delights audiences with powerful, humorous stories that drive her message home and hook even the toughest participants. As the owner of Loyalty Leader® Inc, Deb provides training, consulting and keynote addresses for Fortune 500 companies, small businesses, professional organizations and trade associations throughout the United States. Deb has trained more than 6,000 Northwestern Mutual home office employees on how to build customer loyalty. She has also taught financial representatives in the field how to master the art of networking. Her workshops are fully customized and [highly interactive programs](#) are filled with practical tips and ideas that everyone can easily apply in the workplace. Deb has developed customer service standards or delivered training for companies such as Miller Brewing Company, Wells Fargo, Roundy's, American Family, Kohler Co, Lucent Technologies and the Green Bay Packers. She has a master's degree and over 30 years of business management experience. In addition to her frequent television appearances in Milwaukee, Deb has been a featured guest on radio shows throughout the U.S. Her articles have appeared in hundreds of magazines and online publications. What sets Deb apart from the competition are the ways she teaches employees how to take complete ownership of the customer service experience. She helps them to understand that they are part of a customer service chain and helps them to see how the choices they make can either increase or decrease their professional credibility.

CONCURRENT SESSIONS

RECHARGE YOUR BATTERIES AND RESHAPE COMPANY CULTURE - LOYALTY LEADER DEBRA SCHMIDT

Merriam-Webster Definition of *recharge one's batteries*: to rest and relax to regain energy and strength

Merriam-Webster Definition of *reshape*: to give a new form or orientation to: [REORGANIZE](#)

It's easy to fall into the trap of thinking that the only battery that needs to recharge is the physical one. We miss out on a few hours of sleep for a couple of nights one week, and we feel the need for rest. What if we think the same way about other demands of our lives? Patience, motivation, focus, decision-making, collaboration, and tolerance are also batteries that can run low and even deplete completely. Viewing these as batteries can help us to reshape company culture. Successful companies are very deliberate with hiring people who want to be part of a team working toward a common purpose. As human beings, we crave meaning in our lives. Without a sense of purpose, there is no real drive. However, when employees are happy and feel fulfilled with their work, they perform better. You will learn how to:

- Identify low battery warning signs
- Make key decisions without draining batteries
- Managing triggers with Stress SOS
- Tame the "Turnover Tsunami"
- Energize employee engagement
- Rethink meeting schedules
- Sketch a success roadmap

EMPLOYEE ENGAGEMENT: WHO IS RESPONSIBLE - MINNIE LENOX [OFFERED ONE TIME ONLY]

This is becoming one of the top priorities when it comes to creating and maintaining a successful workforce. We will look at why employees are leaving the workforce, not applying for jobs and totally disengaged! The answers should not surprise you but to be honest, we don't want to accept the truth! It has been right there all along! Come and let's see what may be a reason for disengaged employees.

Minnie Lenox, a native of Hot Springs, attended Langston High, Hot Springs High, Indiana University, GCCC/Quapaw Vocational Technical and Henderson State where she majored in Business Administration with a minor in Engineering. In 1982, she went to work for the Chamber of Commerce and the Advertising and Promotion Commission as the Office Manager over Personnel. In 1990, the City began providing the administrative duties for Advertising and Promotion and she then became a Trainer for the City of Hot Springs. In 1992, she was appointed as the Training Coordinator. In 1996, she attended Oklahoma State University where she became certified as a Training and Development Specialist. In 2004, she was promoted to the position of Director of Human Resources for the City. She has written and conducted numerous workshops in Professional Development, Customer Service, Teamwork, Leadership in Today's Workplace, Diversity in the Workplace, Sexual Harassment, Dealing with Negativity in the Workplace, Stress Management and Workplace Ethics.

CONFLICT RESOLUTION - JASON HUDNELL

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.

Jason Hudnell serves as Dean of Enrollment at National Park College. A graduate of OBU, he also served 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 holds a Master's Degree from Arkansas Tech University. He was named the 2011 Arkansas Career and Technical Administrator of the Year, as well as the 2012 Arkansas Career and Technical Educator of the Year.

SOFT SKILLS IN THE WORKPLACE - CHRISTI NATION

Christi will be discussing Soft Skills and what managers can do to enhance these skills in their employees. Soft Skills are crucial to the success of businesses. To succeed at work, employees must get along well with managers, co-workers, clients, vendors, customers, and anyone else they communicate with on the job. The absence of skills such as communication, adaptability, teamwork, problem-solving, creativity, work ethic, interpersonal skills, time management, and attention to detail can derail the growth of companies. Employees' soft skills are the glue to increase a company's profits and productivity. Christi will discuss the above soft skills and apply them within her signature program of Confidence, Control, and Consistency™. She will offer dialogue to gracefully overcome awkward, "sticky" situations, and difficult people that many face in the workforce.

Christi Nation, President of Nation Training & Development - www.NationTD.com, has over 20 years of experience in customized training, continuing education courses, seminars, conference speaking, and special projects for businesses & nonprofits. She holds a Master's Degree in Organizational & Interpersonal Communication. Christi is a Past President of the Hot Springs National Park Downtown Rotary Club and is the only one in its 100-year history to have won its Rotarian of the Year Award twice. She founded the Productivity Nation Group and writes the "Happiness Actions" column in *The Springs Magazine*.

COACHING FOR IMPROVED PERFORMANCE: MANAGING HARD TO MANAGE EMPLOYEES - JANETTA RITTER

This course will help you understand the special nature of coaching as a one-on-one activity. Learn to distinguish between performance problems that require coaching and those that can be handled by other means. Understand the importance of observation and analysis before coaching and establish effective controls by setting up performance reviews.

Janetta Ritter is a Professor in the Business Division at National Park College and teaches classes in business, management, marketing, and computers. She is also a trainer for the NPC Community and Corporate Training Department, as well as on-campus training for staff and faculty. She started her college career with the former Garland County Community College in April 1989 as a secretary and while working full-time, earned two associate degrees, a BBA, and an MBA. She is the only employee at the college who has been honored with both the Outstanding Staff Award (2006) and now the Outstanding Faculty Award for 2022.

AGENTS OF CHANGE: THE IMPORTANT ROLE OF MANAGERS IN A SHIFTING WORKFORCE - JANIE WARNER

It is no secret the last few years have brought about some of the biggest changes in the workforce since the beginning of the industrial age. Shifts in the way employees want to work, what they expect from work and how employers must be prepared to address the overarching need of employees for safety and security has required managers to lead the charge for change management. They have succeeded and exceeded expectations in many ways and, as such, have an opportunity to continue to be visionary and strategic when looking to the needs of their organizations into the future of work. In this session, participants will explore lessons learned from the past and discuss some of the changes expected in the near (and long-range) future. Lastly, attendees will learn 5 strategies and skills needed to navigate the future of the world of work and how to pivot quickly for maximum results.

Janie Warner currently serves as Vice President/National HR Practice Leader for McGriff – a full-service employee benefits brokerage firm. In her role, she consults with corporate clients to identify and mitigate risk associated with human resources' people, policies and practices. She has nearly 30 years of experience in executive management and human resources, six as a vice president at Arkansas Federal Credit Union and three as chief administration officer for ABC Financial Services, Inc. She served on the adjunct faculty of Embry Riddle Aeronautical University, teaching human resources management, organizational development and labor relations. She is a nationally recognized speaker in the areas of volunteer board governance, executive management, leadership, ethics, employee benefits and human resources.

TRICKY SITUATIONS - WAYNE YOUNG

Wayne Young will present Tricky Situations from A to Z -- hiring to discharge to accommodation to harassment and more. He will expound on the court and administrative rulings that will provide attendees valuable insight into some of the most challenging issues facing today's managers and supervisors. Wayne will give the perspective of both the employee's legal argument as well as the employer's defense to fully explore the issue and potential ways to avoid a dispute or claim.

Wayne Young is a partner with the Friday, Eldredge & Clark and a member of the Labor and Employment Law Practice Group. He was named the 2017 Russell Gunter Legislative Advocacy Award Recipient by Arkansas SHRM. He has also been named in *The Best Lawyers in America* publication annually since 2015, and has been listed as a Rising Star in the Mid-South by *Super Lawyers* magazine annually since 2013. He is on the Board of Directors of Women and Children First and he is the past president of the Little Rock Downtown Kiwanis Club. Wayne currently serves as General Counsel to the Arkansas State Council of the Society of Human Resource Management. He graduated summa cum laude from Arkansas Tech University in Russellville and attended law school at the William H. Bowen School of Law at UALR. Wayne was a Bowen Scholar at the University of Little Rock School of Law, and won the Bogle-Sharpe Award for Most Likely to Succeed in the Practice of Law in 2003.

ASK AN ATTORNEY & HR PROFESSIONAL PANEL

Sometimes it feels as though your boss, your employees, your co-workers, not to mention the endless regulatory agencies are hot on your heels and out to reduce your effectiveness. Employment law attorneys and HR Professionals will answer your questions about legal issues that you face in your workplace. Take advantage of this opportunity and you might minimize your risk and further enhance your supervisory skills.

Panelists: Wayne Young, Shayne King, Minnie Lenox, Donna Merriweather, Moderator: Steve Schulte

West Central Arkansas Society for Human Resource Management
2022 MANAGERS SEMINAR
August 25, 2022 — Hot Springs Convention Center



REGISTRATION COST

\$75 per person, includes lunch

Registrations received after 8/8/22, cost is \$100.

Registrations after 8/22/22 and on-site, cost is \$125.

**PAYMENT IS REQUIRED AT OR BEFORE
SEMINAR IN ORDER TO ATTEND.**

Submit separate registration forms for each registrant.

Full refunds, less a \$15 fee per person, will be made if cancellations received in writing by 5 p.m. on 7/15/22.

Cancellations received after 8/1/22 and no-shows are non-refundable.

Substitutes allowed. Please email registration@wcashrm.org to request changes.

WCASHRM will use images of attendees from time to time in marketing, promotional, recruiting, and other materials. Please see our website for the full disclaimer and options.

Registration is available online at www.WCASHRM.org.

Register online or complete this form and mail with payment to:

WCASHRM Managers' Seminar

PO Box 8

Hot Springs, AR 71902-0008

**For more information or
questions, email
registration@wcashrm.org.**

☐ **Registrant** ☐ **Sponsor** ☐ **Vendor**

Last Name: _____ **First Name:** _____

Title: _____

Organization: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: _____

E-mail: _____

SPONSORSHIP

To sponsor more than one session, cost is \$250 per session.

**If a Sponsor, please email your logo and
choice of session to seminar@wcashrm.org**

☐ **\$250 Concurrent Session Sponsor**

Name on Website and Onsite Program

Recognition for Session

Introduction of Speaker (optional)

One (1) complimentary registrant

(please submit registration form noting sponsorship attendee)

VENDOR BOOTH

☐ **\$225** - Booth and 1 free registrant (includes 1 lunch) *Payment must be received by July 29 or we will release your booth*

☐ **\$75** - Additional representative from Company, includes lunch (Please submit separate form for additional representative.)
(Registrations after 8/8, \$100. After 8/22, \$125.)

☐ **\$30** - Lunch Only (for additional booth workers not attending the seminar) ☐ **\$30** - Electricity for Booth

Method of Payment – ☐ Check Enclosed ☐ Invoice Me at email: _____ Amount of Payment: _____

Credit Card Payments can only be accepted online at www.wcashrm.org/seminar. We do not accept American Express.

Please note, we will be communicating with you via email regarding your seminar registration. If you wish to opt out of communication via email, please check here: ☐