



Northeast S.D. Society for Human Resource Management

Sept. 2013

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September Program

**From Suits to Tattoos:
Bridging the Generational Gap**

Thursday, September 26, 2013

3:00 -5:00 pm

Location: 2nd Street Station

To RSVP for this seminar, visit <http://nesd.shrm.org>
under the "Events and Education" tab and click on the
September Program Registration Form.

Please RSVP no later than September 20, 2013

Objectives

- Learn about the human and public relations costs of dealing with generational diversity as a systemic organizational change
- Recognize how generational differences affect productivity and how that translates to the bottom line of an organization
- Explore how to bridge the generation gap at work
- Learn how to overcome conflict due to generational diversity
- Develop more understanding and improve collaborative work efforts
- Improve multi-generation team performance
- Learn how to change the entire organizational culture and get support from the top and throughout the organization

About the Speaker

Kostas Voutsas has been teaching Management and Human Resource courses for 17+ years. He is a tenured Professor of Business at Dickinson State University at the Bismarck campus. He is also an author, a corporate trainer and keynote motivational speaker.

COST

FREE TO NESD SHRM PLUS MEMBERS
\$10.00 TO NESD SHRM MEMBERS
\$15.00 TO NON NESD SHRM MEMBERS

Program Calendar

09/12 –Quarter Craze
2nd Street Station

09/26 - From Suits to Tattoos:
Bridging the Generational Gap

10/08 –Workers Compensation

10/09 – NESD SHRM to serve
PACH

11/12 – FMLA: *Advanced Tips
& Tactics for your company*

12/10 - Holiday Social

Programs & dates may change.

Book of the Month:

Reality-Based Rules of the Workplace

Member: \$44.95

Non-Member: \$49.95

More than anything else, employees need to understand exactly how their employer evaluates them, and their annual performance review doesn't tell the whole story. In *Reality-Based Rules of the Workplace*, Cy Wakeman shows how an employee how to calculate their value to their organization. This number calculates current and future potential against their "emotional expense" – the toll their actions and attitudes take on the people around them. With Cy's clear, straight-to-the-point advice, employees can confront and reduce their emotional costliness, become an invaluable member of their team, and even learn to love their job again. Email the SHRMStore@shrm.org for more information.

SHRM FOUNDATION NEWS:



Your Financial Support Makes A Difference!

This is an exciting time to be an HR professional. The opportunities to provide leadership in your organization have never been greater, but you must continually increase your professional knowledge and stay one step ahead of the rapid changes taking place all around you. The SHRM Foundation helps you to meet these challenges through its support of innovative academic research, educational programs, practitioner resources, and scholarships. Founded in 1966, the SHRM Foundation has been advancing the HR profession for over 40 years. The SHRM Foundation is a 501(c)(3) nonprofit organizational affiliate of SHRM—however, the Foundation's work is not funded by SHRM membership dues. The Foundation relies on the generous donations of HR professionals like you. Your tax-deductible donation helps the Foundation advance the entire HR profession. You may send a contribution to: SHRM Foundation, P.O. Box 79116, Baltimore, MD 21279-0116 or donate online [here](#). Thank you in advance for your support!

NESD SHRM Communications Disclaimer:

Our chapter, or its Board of Directors, accept no liability for the content of this newsletter or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing.

NESD SHRM MISSION STATEMENT

NESD SHRM Chapter's purpose is to advance the Human Resource profession by providing educational opportunities, legislative updates, informational programs, and a network to facilitate ideas, as well as promoting and encouraging membership and professional development through participation in the National SHRM organization.

The Business Case for Managers with Diversity & Inclusion Skills

"The conventional definition of management is getting work done through people, but real management is developing people through work."

- Agha Hasan Abedi

The Wall Street Journal published an article this week entitled, "*Some Tech Firms Ask: Who Needs Managers?*" by Rachel Emma Silverman. The author asserts, "Management has traditionally been a worker's best way to get ahead and increase earnings, but at startups, where speed and autonomy are prized above all else, managers are often dismissed as archaic, or worse, dead weight."

According to the Bureau of Labor Statistics (BLS), there were 10.8 million mid-level managers in the U.S. last year. While the Wall Street Journal article acknowledged that managers represent an essential layer of the organization, it also recognized that managers are often dismissed as bureaucrats and impediments to effectiveness.

Beyond harassment and discrimination training for supervisors, Diversity and Inclusion can play an important role in a manager's professional growth.

To determine where supervisors need to grow, it may be helpful to ascertain:

(1) How well do managers ask questions? Asking questions instills an intellectual curiosity and encourages different groups to share their ideas and expertise. Asking questions can also lead to better problem solving; help supervisors discover departmental strengths, limitations, and overlap; and increase the effectiveness of a supervisor.

Questions like, "how can I help you to be more successful?" and "how do we build on that?" enable leaders to focus on unique business solutions. Likewise, managers can use the Diversity Wheel's primary and secondary dimensions to ask employee's questions such as "what is most important to you on this Diversity Wheel?" and "what kinds of rewards motivate you?" These types of questions will strip away assumptions, stereotypes and confusion.

(2) How well do managers relate to employees? "Relating" encompasses relationship-building behaviors, such as listening, coaching and encouraging. When managers relate well, their employees feel heard and cared for. Each employee understands he/she is an important player on the team, regardless of their title. It's easy to relate to people who appear to be similar to you. What is more challenging is relating to individuals who are different.

Great managers understand that each employee is unique. Therefore, they get diversity's fundamental principle "Treat others as they want to be treated". Improving one's 'relating' skill will help managers deliver critical feedback to diverse workers without the fear of being labeled "racist", "sexist", "homophobic", or some other negative term.

(3) How involved are managers with Diversity and Inclusion efforts? There is always so much to do on diversity committees, in associate resource groups, and in the Office of Diversity. What specific tasks can managers perform to help accomplish D&I goals?

When requesting assistance from managers, it's best to have a one-on-one meeting, or video conference, versus a group session. *Be prepared to listen.* Also, be prepared to demonstrate the business case for diversity and inclusion. Stick with the facts-- this means that you must know demographic projections, exit interview data, 360 degree feedback, and organizational goals, to name a few. There's an opportunity for manager's to employ diversity and inclusion skills to advance their own careers and their departmental objectives-- when they understand the business case, as well as the benefits.

For Diversity professionals, take the time to think of new ways to include and engage managers, as well as provide them with the tools that they need to be more effective.

NESD SHRM Board Meeting
Guadalajara
1509 9th Ave. SE, Watertown
605.882.4548
August 27, 2013

Agenda

Attendance: Julie Plunkett, Laurie Gates, Leigh Kuecker, Bobbie Halonen, and Sheila Mennenga.

Additions to Agenda: none

Past President

Laurie Gates

Laurie Gates said that the survey is complete. She is still waiting on a few payments. The survey will be emailed out in early to mid September.

Laurie also mentioned that she and Sheila Mennenga were contacted by a H20 20/20 committee that is working on improving at risk youth reach better graduation rates. They are asking if SHRM would be interested in attending the 9/17 meeting at LATI to learn more. Julie will send out the information to the rest of the Board for input.

President Elect

Leigh Kuecker

Leigh Kuecker has just about filled the 2014 Board positions. Members who are interested in possibly serving on board next year should contact Leigh.

Treasurer

Theresa Tesch

Julie presented the Financial Statement. We currently have \$15,281.29 in our account at this time. Revenues from July include \$141.00 for surveys, with \$825.00 in expenses for the survey and accounting. The balance owed to Kathleen Murphy will be paid out this month. But we will be receiving our share of the state conference revenue soon, as well as the Watertown Development Company's share of the survey cost.

Membership Director

Nicole Nuttbrock

Sheila Mennenga has been working on the membership to ensure our website matches our membership roster. We currently have 62 local members and 31 national members. There are also fourteen at-large members, which are national members who do not belong to a local chapter that we will be reaching out to in order to see if they would like to join our chapter.

SHRM Foundation Representative

Matt Sawyer

Julie Plunkett reported that the Change for Charity event will be Thursday, September 12th from 5:30- 9:30 at 2nd Street Station. We will need to have eighteen volunteers to man this event. Julie is asking all board members to bring a dozen cupcakes to sell and will be sending out an email to the chapter asking for volunteers. The proceeds

from the event will be split between the SHRM Foundation and a mystery charity. Attendees will be able to vote on the charity the night of the event, with the one with the most votes to receive the proceeds.

Diversity Advocate

Bobbie Halonen

No Report.

Government Affairs Representative

Leslie Hendrickson

No Report.

Workforce Readiness Advocate

Traci Stein

No Report.

Certification Representative

Sheila Mennenga

Sheila Mennenga reported that all the programs she has received to date have been submitted for recertification credit.

Vice-Presidents of Programming

Amber Dahl

Bobbie Halonen reported that 9/26 program will be on Bridging the Generation Gap, with the 10/08 program being on Workman's Compensation. The 11/12 program will be on FMLA, and the Holiday Social on 12/10 will feature Bill Zubke.

Secretary

Tammy Davis

No Report.

Old Business

PACH – Our chapter will be participating in PACH on Wednesday, 10/9. Volunteers will be needed to help with this event.

Change for Charity – Volunteers are still needed for the Change for Charity event on September 12 from 5:30-9:30 at 2nd Street Station.

Please contact Julie Plunkett if you can help with either of these events.

New Business

Leadership Conference - The 2013 Leadership Conference will be held in Fargo from October 24th - 25th. New for 2014 and existing Board members are encouraged to attend.