# REGISTER TO ATTEND BY: NOON FRIDAY, APRIL 6TH

Members that receive e-mail notification of upcoming meetings and workshops can now register by replying to the notice. When replying, put "Registration" in the subject line. The body of the message needs to include the name of the person registering. If more than one person from an organization is attending the meeting, the e-mail can include multiple registrant names. Be sure to indicate if someone is a guest.

For those members that do not receive e-mail notification of upcoming meetings, you can also register via e-mail by sending a message to: <a href="mailto:lhrma0048@yahoo.com">lhrma0048@yahoo.com</a>.

Members can still register for meetings by calling LHRMA's automated voice mail system at 434-6554.

The same registration deadlines, late and no-show fees still apply if you register by e-mail or voice mail. The deadline to register for this meeting or to cancel your registration is by noon on Friday, Apr. 6 2007. Let us know if you plan to attend.

Remember... cancellations need to be called in to the voice mail system at 434-6554 or by email at <a href="https://linear.com">lhrma0048@</a> yahoo.com</a> by noon on Friday, Apr. 6, 2007. Remember...if you registered but do not attend the meeting, you will be charged an extra \$5.00 in addition to the cost of the meeting! Accommodating for late registrations cause a big problem for the restaurant in terms of providing enough food and seating space for late registrants. Please try your bardest to register by the noon deadline.

# **APRIL 10TH LUNCHEON MEETING:**

# SPECIAL TOPIC – THE CARROT PRINCIPLE, RESEARCH UNVEILED

Special Meeting: Learn about research, get a free book

and get an extended luncheon!

Very Special Speaker: Scott Christopher

When: Tuesday, April 10

Where: Embassy Suites, 1040 P Street

**Registration:** 11:00 a.m. - 11:30 a.m.

Meals and Program: 11:30 a.m. - 1:30 p.m.

(Special extended program)

**Cost:** \$15

Meal: Focaccia Sandwich, Homemade

Potato Chips, Pasta Salad and Dessert

Parking: We will validate parking from the

garage across the street to the east.

**Special Note:** All registrants will receive a free copy of the bestselling book, The Carrot Principle. The program will be a full 90 minutes. Plan to be there until 1:30!!!

## **ABOUT OUR PROGRAM:**

## THE CARROT PRINCIPLE, RESEARCH UNVEILED

A new 200,000-person study shows that effective recognition significantly increases employee engagement, reduces turnover and impacts the bottom line. But it's not the recognition many of us have been using. Let recognition expert Scott Christopher, show you the findings of this remarkable research and how it changes the way we must recognize and motivate our valued employees.



#### **ABOUT OUR SPEAKERS:**

#### SCOTT CHRISTOPHER

Scott is a nationally known speaker, actor and comedian. He has been on TV's Touched by an Angel and Everwood. He will be presenting to us as he has to many other audiences on the topic of "the power of recognition". One of his audiences has been the SHRM National Conference.



# ATTENDANCE DRAWING WINNER

Who Says There's No Such Thing as a Free Lunch? Congratulations to Veda Armstrong, Administrative Asst. in Human Resources with Family Service. Veda will receive free registration at the April 2007 meeting!

#### **BOARD MEETING RECAP:**

- The March meeting was well attended and had great reviews.
- 20 new members in 2007 so far
- May Day basket raffle fund raiser for SHRM
- Will be interviewing for an LHRMA Administrative Assistant in March

# **FUTURE PROGRAMS**

May 8: Background Checks

June 12: Emotional Intelligence

July 10: Diversity Speaker and workshop

August: SHRM speaker,

topic to be announced

# Reach out to the Students

LHRMA members can use the LHRMA Website to advertise Student Internships or Summer Jobs. The three Student Chapters will be told that they can look on the LHRMA website, throughout the school year, to find job openings as well as internships. Please use this as another FREE advertising tool to get qualified interested candidates to help fill your open positions. Send job postings to Veda Armstrong at: <a href="mailto:varmstrong@familyservicelincoln.org">varmstrong@familyservicelincoln.org</a>

# President's Message

Carmen Wiles, President



pring is finally here and what a relief. March came in like a lion, so April should be coming in like a lamb in time for the Easter holiday. at least that is what I was always told while growing up; however, we do live in Nebraska and I have learned to expect the unexpected. One thing I hope to expect is a great turn out for our April 10th meeting. We have been talking this meeting up and for good reason. Scott Christopher, with OC Tanner, will present a 90-minute discussion on The Carrot Principle, a book authored by Adrian, Gostick, Chester, Elton. The book is a followup to the other books centering on the Carrot Principle. I have been told, Scott is a wonderful presenter and I am looking forward to hearing him speak on this most recently well-known topic. It's not often we are able to offer a presentation on a recently published book and give a copy of the book to everyone who attends. Please read the program details on the front page. I hope to see you there! Our program chair has been working hard and has some really good programs planned for the rest of the year.

A special congratulation to the 2006 LHRMA Board who recently received the Chapter Champion award. As you know we strongly support the SHRM Foundation because they help advance and support the human resource profession. Anytime you are afforded the opportunity to support the Foundation, please consider making some level of donation. At our May meeting, you will have that opportunity. Russ Roberts, our SHRM Foundation Representative, will be raffling off May baskets, donated by various organizations and local companies, to help raise money for the SHRM Foundation in 2007. I hope you can make a donation.

Our Legislative Chair, Cathy Maddox and Bruce Stec, our State Legislative Chair and their committees have been very busy working to get LB255. Nebraska Wage Payment and Collection Act, advanced and passed. They both attended the SHRM Legislative and Employment Conference in D.C. the week of March 12th and had the opportunity to visit with our Senators on Capitol Hill. As stated in the email blast to LHRMA members, the Legislature amended and advanced LB255 to the final round of debate by a vote of 34-0. It takes more than just one or two people to get this done so please take a moment and log on to SHRM's HR Voice and send a letter supporting this legislation. Bruce got a report form SHRM to say our letters and participation are poor. By the time you read this hopefully that will have changed. Although, he expects that there will be no problems getting it passed, he really would like to see better letter writing participation from the members. Just go to the link below, click next to Support LB 255, Clarifications to the Nebraska Wage Payment Act and press submit at http:// shrm.org/government/writecongress.

I look forward to seeing all of you at our April meeting.

Carmin Wiles

Sincerely, Carmen Wiles





# LEGAL UPDATE

# Interviews, Reorganization and Supervision "How NOT To Do It!"

by Jack L. Shultz, HARDING, SHULTZ & DOWNS, P.C., L.L.O. • Lincoln, Nebraska

On March 5, 2007, the United States Court of Appeals for the Fourth Circuit reminded all employers to avoid discrimination in job interviews. The decision also reaffirmed the impact (probative value) of evidence concerning later hiring decisions. In all, the decision serves as a very good example and reminder for employers about how to structure the job interviewing process. The facts of the case, on the other hand, present a treatise on how "not to do it."

#### THE BACKGROUND

The plaintiff female manager in question ("A") worked for a telecommunications company based in Virginia and its predecessor from 1989 until 2002. "A" lived in New York and commuted. Prior to the merger, the predecessor company was partially owned by Sprint and Sprint was expected to remain a customer after the 2001 merger. As the head of the division responsible for serving Sprint, "A" coordinated the relationship between her company and Sprint. A new job was created which involved her old division at the predecessor employer, for which she decided to apply and interview.

#### THE INTERVIEW

During the interview, a top executive of the company ("B") asked "A" about her children, her childcare responsibilities and her weekly commute between New York and Virginia, where the company was located. "B" specifically asked "A" how her husband dealt with the situation. After the interview, "A" contacted her supervisor to express her uneasiness about the gender stereotyping evident in the questions and comments from "B." "A" was ultimately not offered the job, allegedly because she lacked experience running a free-standing unit. "A" was also told that the man who was hired had grown children, and therefore could move to Virginia and would not have to commute like "A."

#### THE NEW BOSS

"A" contacted the Human Resources department about her interview with "B" and his explanation of why she had not been chosen. In a later complaint to Human Resources, "A" stated that her new boss (the man hired instead of her) was creating an intolerable work environment and her female co-worker also complained of the

sexist treatment. The new boss referred to "A" and her co-worker as "bitches" or "stupid bitches" in front of other employees and also frequently referred to the physical attributes of other female employees.

#### THE RESTRUCTURING

During this time, problems arose between Sprint and the employer which resulted in a restructuring and a demotion for "A." The restructuring meant that "A" had her supervisory responsibilities reduced and she was reassigned to New York. "A" again complained to Human Resources and the restructuring was called off. Her new boss, despite his awareness of "A's" complaints to Human Resources reduced her job responsibilities.

#### THE TERMINATION

In April 2002, "B" left the company and was replaced by "C." "A's" boss recommended to "C" that "A" be terminated and "C" agreed. "A's" boss took over her responsibilities. On the day both "A" and her co-worker were terminated, her boss greeted her in the conference room by complimenting her clothes, saying, "My, don't you look pretty in pink," and "I like girls that are dressed in pink." Seven months after the termination, "A's" boss was terminated and replaced with a woman who subsequently hired a man to perform the work "A" had been doing prior to having her responsibilities reduced.

#### THE LITIGATION

After charges were filed with the EEOC alleging sex discrimination and retaliation, the federal trial court granted summary judgment on all the claims in favor of the employer. The circuit court reversed on the discrimination and retaliation claims. The circuit court specifically focused on the discriminatory attitude of the employer "toward female managers – particularly female managers who have children at home and commute long distances." As might be expected, the questions during the interview were of primary importance to the circuit court.

The circuit court also rejected the notion that "A" had not proven retaliation and concluded that the seven-month gap between her complaints to the Human Resources department and her ultimate termination was a short enough period to justify the retaliation

claim. The circuit court noted that during the seven-month period, "A" experienced a continuing pattern of discriminatory treatment and retaliatory acts. The circuit court also reaffirmed that the hiring decision made by the replacement for "A's" boss who selected a male to perform "A's" duties had no probative value because the second decision maker's intent had no bearing on the original adverse employment action toward "A."

#### CONCLUSION

Before interviewing for any position, employers need to focus on the fundamentals. First, the position should have a written job description. After all, how else will the employer describe to those interviewing for the position what work is to be performed? Second, a set of questions should be developed relating to job duties and those questions should be asked to each individual applying for the position. Third, the interviewers should be given instructions on how to conduct the interview. The interviewers need to be reminded that the key inquiry is whether the individuals applying for the position are able to perform the duties of the position in question. Finally, if the employer wishes to be doubly sure that mistakes are not made like the ones made in the case described above, a representative of Human Resources or another member of management should sit in with the manager conducting the interview as added insurance that proper interview steps will be taken. Notes should, of course, be taken about the job-related inquiries and responses and that information should be maintained for a year so that the employer will have ready access to information proving that the interviews were conducted properly.

Editor's Note: This article is not intended to provide legal advice to our readers. Rather, this article is intended to alert our readers to new and developing issues and to provide some common sense answers to complex legal questions. Readers are urged to consult their own legal counsel or the author of this article if the reader wishes to obtain a specific legal opinion regarding how these legal standards may apply to their particular circumstances. The author of this article, Jack L. Shultz, can be contacted at 402/4343000, or at Harding & Shultz, P.C., L.L.O., P.O. Box 82028, Lincoln, NE 68501-2028, or jsbultz@hslegalfirm.com.



# HELP ACHIEVE THE SUPERIOR MERIT AWARD

You can help achieve the LHRMA Chapter Superior Merit Award by notifying Julie Singh, Workforce Readiness Chair, with any dates that you provide service to local schools or adults in regards to: career days, mock interviews, speaking on the HR profession, provide internships to students to gain HR knowledge, etc.. The following information would be needed: name, date of event, location/school name, hours spent or duration of program. Email your information to jsingh@notes.state. ne.us throughout the year.

# JOBS, JOBS & MORE JOBS!

# DO YOU HAVE ONE TO ADVERTISE OR ARE YOU LOOKING FOR ONE?

CHECK OUT OUR WEBSITE: www.lincolnhr.org

IF YOU ARE AN EMPLOYER WHO HAS A LHRMA MEMBER EMPLOYEE, THEN YOU CAN POST YOUR HUMAN RESOURCE JOB OPENING ON OUR WEBSITE BY CONTACTING VEDA ARMSTRONG

AT: **VARMSTRONG**@

**FAMILYSERVICELINCOLN.ORG** 

OR CALL **402.441.7949** 

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CAN CHECK OUT OUR WEBSITE:

# www.lincolnhr.org

THIS WILL BE AN EXCELLENT RESOURCE FOR STUDENTS WHO ARE SEEKING AN HR POSITION. IT IS ALSO AN EXCELLENT FORUM FOR COMPANIES TO ADVERTISE IF THEY HAVE SUMMER INTERNSHIPS AVAILABLE. PLEASE TAKE ADVANTAGE OF THIS GREAT RESOURCE!

# LEGISLATIVE UPDATE

by Cathy Maddox • President-Elect — Government Relations

I was very fortunate to be one of the 560 people who participated in SHRM's 24th annual Employment Law and Legislative Conference in Washington, DC. While this was not my first trip to DC by any means, it was my first exposure to the legislative aspects!

I thought I would give you a few highlights of what I was lucky enough to be a part of:

NBC's White House correspondent David Gregory provided an insider's glimpse into how the White House press corps and the Administration fulfill their respective roles. During a lengthy question and answer period, he said he has a responsibility to question a President from any political party in the same manner.

U.S. Secretary of Labor Elaine Chao explained the Administration's positions on several pending employment and labor bills, and expressed her gratitude to SHRM members for their active involvement in public policy issues. You can listen to Secretary Chao's entire speech at the SHRM Website.

Donna Brazille, a former Democratic campaign operative, provided her perspective-both serious and humorous -on the upcoming Presidential campaign for both parties. She encouraged SHRM members to "stay involved" in the political process, regardless of personal views or party affiliations.

Michael Beschloss, one of America's most recognized historians and commentators, discussed the unique role that historians play in providing a perspective on our leaders' actions. He shared intimate anecdotes about Presidents Truman, Kennedy and Johnson to illustrate how great presidents often take risks to achieve change, even if it might weaken their chances for reelection.

In addition to two full days of in-depth sessions on a wide range of workplace issues, SHRM members participated in nearly 300 Capitol Hill meetings with their elected officials. This was quite interesting – you of course rarely meet with your actual elected official, and

generally meet with someone from their staff. Fortenberry's office was quite different than Hagel's! While in Fortenberry's office, there were representatives from a Nebraska banking association and Peru State College – staff members are constantly kept busy.

We discussed three issues with our staff members: Employment verification becoming an electronic verification system. There is one in place at the current time, however, the reliability and efficiency of it is a little questionable at this time. Senator Kennedy has proposed a Healthy Families Act which would enable eligible full time employees up to seven days of paid sick leave. And, the "card check" bill which would eliminate the secret ballot election during the union certification process. SHRM is very much in favor of the employment verification as they support public policy efforts that will improve and strengthen the employment verification system. They are opposing the other two bills as SHRM believes that the regulations governing the FMLA must be clarified. They strongly believe that the regulatory definitions of "serious health condition" and "intermittent leave" should be reviewed by the DOL. In regard to the "card check" bill, SHRM opposed the elimination of the secret ballot election during the union certification process. The Society believes in the fundamental right of every employee to make his or her own choice with regard to union representation.

I am extremely grateful to the LHRMA membership and board for allowing me this opportunity to have a first hand view of a process that I was not very knowledgeable about

- thanks so much! I did however find out how frustrating it is when your luggage was lost! I must say I did make a fashion statement when I was the only HR person in jogging shoes and jogging suit!





# A FACE-TO-FACE BUSINESS IN THE ELECTRONIC AGE

By Kevin J. Mattran • Continuum EAP

ou could, with little effort, conduct normal business for an entire day without face-to face human contact. Say you start your day by noticing that your fuel gauge is on E; just stop at the corner gas station and pay at the pump. No need to go inside, even if you need directions, your GPS will handle that. You get to the office and find you have no interviews or orientations scheduled so you spend your day processing online applications, posting openings online, emailing, texting and instant messaging.

For lunch you order online and have it delivered. Leave your money with your receptionist and you won't even have to see the delivery person. During your lunch hour you do a little shopping at your favorite websites and your purchases will be delivered to your door, probably while you are at work, so no interaction with the nice young man in the brown truck will be necessary.

On your way home you decide to pick up a few groceries and your local super center has made it quick and easy by installing self-service checkout lanes. Upon your return home you put away your groceries and prepare for class—you are working on a Masters degree, online of course.

Most EAP's have built their business on human contact and many have done an admirable job keeping up with the demands of the electronic age. Many EAP's offer online training, self help resources, contact through email, online EAP orientations and more, however, *people* best deliver the core services of EAP.

We have become a society of convenience. Technology has

programmed us to look for the quick fix, the pre-packaged solution. When we have a problem we read a self-help article or book, watch a television show or write to an advice columnist. Problem solved? Not likely. Most of the issues dealt with by EAP professionals are complex and best resolved through discussion or specialized treatment.

EAP's will continue to meet the demands of the information age. However, EAP is for and about *people*. Encourage your employees to give themselves a little reality test when searching for help with workplace and personal issues: Is this an issue that can impact my career or family? Do I know what the issue really is? How much time have I spent looking for a quick fix? How well did the last quick fix work?

Technology is a wonderful tool but it will never replace face-to-face human contact. The automated gas pump does a great job delivering the product in a quick and convenient manner, but only a person can listen and empathize about the price of gasoline. Websites, books and television programs are great at delivering information, but an EAP professional is a skilled listener, qualified clinician and principled practitioner.

Kevin J. Mattran is the Organizational training and Education Specialist at Continuum EAP. Continuum's EAP professionals may be contacted at <a href="mailto:easpecialist@4continuum.com">easpecialist@4continuum.com</a> and by phoning 402-476-0186 or 800-755-7636.

# SHRM New Member Enrollment Only \$99.00 Through April

From February 1 through April 30, 2007, you can join SHRM for only \$99!! This is a \$70 savings from the normal rate. This special rate applies to LHRMA members who have NEVER been members of SHRM or who have let their membership lapse for longer than one year. (This special rate does NOT include regular renewals). Check out all the advantages to help you grow in your profession at www.sbrm. org or e-mail shrm@shrm.org. SHRM applications may be downloaded from www.sbrm.org or may be obtained by contacting membership@lincolnbr. org. Complete a SHRM applications and mail it with your \$99 check, made payable to SHRM, to:

Kara Strong, Membership Chair P.O. Box 81066 Lincoln, NE 68501

**Do Not mail the application to SHRM**; we will do that for you. We will include the subsidy portion with your application and your check for \$99. Enjoy the benefits of SHRM 24/7,365 days/ year online, and stay in the forefront of the HR management profession.

# **HRESOURCEARTICLES**

WE WELCOME YOUR ARTICLES.

IF YOU HAVE SOMETHING THAT IS NEWSWORTHY FOR OUR NEWSLETTER PLEASE SUBMIT A REQUEST TO PUBLISH YOUR INFORMATION.

YOU CAN DO THIS BY SENDING
IT E-MAIL TO THE
SECRETARY/PUBLICITY CHAIR,
ELLY HARDEKOPF AT:
ELLY.HARDEKOPF@MOLEX.COM



# New LHRMA Members

# Emily Brown, SPHR HR Manager

ServiceMaster ebrown@smpbm.com

## Regina Henson HR Director

Time Warner Cable Regina.henson@twcable.com

# Aimee Barnett HR Coordinator

NE Book company abarnett@nebook.com

#### Kerry Paup Executive Assistant

Crete Carrier kpaup@cretecarrier.com

# Kimberly Hetrick Partnered Staffing Spec.

Kelly Services hetrickm@kellyservices.com

## Sarah Brigham HR Coordinator

Developmental Services sbrigham@dsnonline.org

# Gary Deemer Accounting/HR Director

National Arbor Day gdeemer@arborday.org

# Nate Elgert Account Manager

Aureus Group nelgert@aureusgroup.com

# Kim Michael Dir Ops and HR

Region 5 Services kmichael@region5systems.net

Welcome — you have joined an outstanding organization!

# **MAY BASKET RAFFLE**

The excitement is building as the date for SHRM Basket Raffle approaches. The event, in support of the Society for Human Resource Management (SHRM) Foundation, will be part of the May 8th lunch meeting of the Lincoln Human Resources Management Association (LHRMA). The following companies and organizations have already committed to providing excellent baskets for the raffle: Lincoln Plating, Continuum, Kenexa, Nebraska Wesleyan University, *Advantage*, LHRMA Board of Directors, Bryan LGH Medical Center and Madonna Rehabilitation Hospital. These fun and festive baskets have themes; such as, Wellness, Relaxation, Spring and Stress Reduction. The SHRM Foundation

is the charitable, non-profit organization that funds Human Resource (HR) research, publications, certification scholarships and education to the benefit of all HR

professionals. Raffle tickets for this year's crop of baskets will be on sale at the May 8th meeting and participants get to choose which basket(s) to drop their tickets into for a possible win. Tickets cost only one (1) dollar each or six (6) tickets for five dollars. (Note: Six is better!) Plan now to bring your

"fins" and "ten-spots" and join in the fun of a May Basket raffle for the SHRM Foundation.

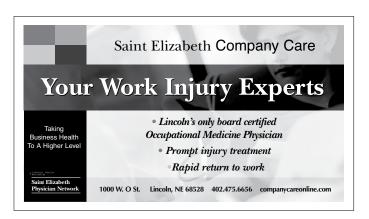
# **LHRMA Member Changes**

Check and verify your name and address on this month's LHResource for accuracy. Please contact Veda Armstrong our LHRMA Administrative Assistant, for any of your personal job and address changes. Please either email your changes to Veda at <a href="mailto:varmstrong@familyservicelincoln.org">varmstrong@familyservicelincoln.org</a> or by telephone at 402.441-7949.

# **CHAPTER CHAMPIONS**

The Lincoln Human Resources Management Association (LHRMA) has been recognized by the Society for Human Resource Management (SHRM) Foundation, receiving the Chapter Champion award for 2006. At the March 13, 2007, luncheon meeting, Cindy Mefford received the Olympic style, gold plated, Chapter Champions medal on a red, white and blue ribbon. Cindy was president of LHRMA in 2006 when the award was earned. Chapters receive

this award for actively working to support the SHRM Foundation through contributions and educating members about the work the foundation performs on behalf of HR professionals.





# WEDNESDAY, MAY 30, 2007 10:30 AM — 12:00 PM at the

# **LIED CENTER FOR PERFORMING ARTS**

12th and R Street Lincoln, Nebraska

# INTRODUCING...

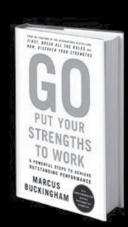
**Marcus Buckingham LIVE** at the premier of his much anticpated book, **Go Put Your Strengths To Work**.

# PREMIERING...

A private showing of his short feature film entitiled **Trombone Player Wanted** a short film series from Marcus Buckingham on finding your strengths.

# **DEBUTING...**

**Strength Engagement Track (SET)**, a new research project studying the strengths of best teams from SAP, McKesson, Coca-Cola, Accenture and Best Buy.



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To register, go to www.astdlincoln.org

For complete event and registration details, visit www.BuckinghamLIVE.com

#### Attendees will receive...

- A pre-published copy of the latest Strengths Engagement Track (SET) research findings.
- A special introduction copy to the new short film series, Trombone Player Wanted.
- A copy of Buckingham's latest book, Go Put Your Strengths To Work (Simon and Schuster, 2007) while supplies last.
- HRCI approved 1.5 recertification credit hours towards PHR, SPHR and GPHR recertification.







# LHRMA BOARD MEMBERS AND OFFICERS



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PAST PRESIDENT Cindy Mefford 486-2221 Cindym@eastmonttowers.com



Cathy Maddox, PHR 489-8858 cmaddox@hampton1.com



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No Photo

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