

About our Program:

<u>LUNCHEON: Nebraska Employers, Are You Ready?</u>

Deployment of Nebraska Reserve Component troops to Iraq and Afghanistan is headed toward record numbers this year. Nearly 1,300 soldiers, sailors, airmen, and marines are scheduled to be on the ground overseas in 2010. What's on the agenda? *Role of the Employer Support of the Guard and Reserve *USERRA (Uniformed Services Employment and Reemployment Rights Act) *Learn about the deployment process and how you fit in

WORKSHOP: The Power of You: Simple Strategies to Relate, Influence and Lead Successfully.

Catrice will engage HR Professionals in a 2 hour experiential session on creating change and leading others from within and help participants understand the power of authentic leadership, transformational leadership, relational power, and emotional intelligence. This workshop will provide participants with action steps to build collaborative relationships, inspire teams, facilitate change, decrease conflicts and improve productivity.

About Our Presenters:

WILLIAM H. NELSON - Program Support Specialist - Nebraska Committee for Employer Support Of the Guard and Reserve

Mr. Nelson joined the ESGR family after 33 years of service in the US Army and the Nebraska Army

April 2010 Program

Topics

Luncheon: Diversity Topic – **Employment of Military Personnel**

Nebraska Employers, Are You Ready?

Presenter: WILLIAM H. NELSON -

Program Support Specialist

Nebraska Committee for Employer Support

Of the Guard and Reserve

Workshop: The Power of You: Simple Strategies to Relate,

<u>Influence and Lead Successfully.</u>

Presenter: CATRICE M. JACKSON, M.S., LMHP, LPS

When: Tuesday, April 13, 2010

Where: DelRay Ballroom

817 "R" Street

Parking validated at: Market Place Garage (925 Q St.)

& Haymarket Garage (848 Q St.)

Registration: 11:00 a.m. - 11:30 a.m. **Meal & Program:** 11:30 a.m. - 1:00 p.m.**Workshop:** 1:15 p.m. - 3:15 p.m.

Cost: \$15.00 Luncheon Meeting* (Non-members \$25)

\$35.00 Workshop*

Meal: Annette's Catering: Deli Meat Platter with

Assorted Breads & Rolls, Caesar Pasta Salad, Fresh Fruit Salad, Fresh Spinach with a Raspberry Vinaigrette, Assorted Cheesecake

& Torte Bites, Coffe, Iced Tea, Water

*HRCI Credits Applied For

National Guard. He originally enlisted in the United States Army in 1966 and spent four years on active duty in the military intelligence field. He enlisted in the Nebraska Army National Guard in 1977 and was appointed as Chief Warrant Officer in 1987. He retired

Program/Workshop Info continued on pg. 7



President's Message

Mark Pankoke, President



April Fools?

April Fools Day is about to hit us squarely between the eyes. Hopefully we will all have our eyes wide open and avoid looking the fool.

What I am talking about has little to do with typical April Fools Day pranks but has everything to do with us as HR professionals. We can not let the everyday challenges of operational HR issues keep us from being the HR Leaders our organization needs.

A recent SHRM report indicates that Senior HR Leaders need to be competent in eight areas. If you are currently a Senior Leader or if you want to be one some day these competencies are important to each of us:

- -Knowledge: Business and HR
- -Strategic Thinking
- -Leading Change
- -Effective Communication
- -Credibility
- -Results Orientation
- -Ethical Behavior
- -Influencing Others

In order to be competent in these areas we must spend time learning and carrying out actions which support these competencies. Today I want to focus on how LHRMA can help us achieve these goals of learning and practicing these important competencies.

Continually presenting information whether it is brand new information or an important refresher is something LHRMA does each month at our monthly meetings and workshops. Let's use the March meeting and workshop as an example. If you were able to attend the luncheon meeting you would have been exposed to information on employee engagement and how that can benefit your organization. The workshop covered a much more technical topic, Internal Equity determinations between positions. These diverse topics definitely hit on several of the eight competencies listed above and help all who attended be better prepared.

We can also use LHRMA as a tool to help us learn and practice Strategic Thinking, Leading Change, etc. in a friendly, fun environment outside of our daily tasks at our job. We can each do this by taking advantage of opportunities to be involved in LHRMA committees, the Board or special projects. These opportunities allow us to utilize and develop skills even if we don't always have a chance to use them in our every day job. This growth helps to prepare us for even more demanding roles within our companies and organizations.

So don't be an April Fool, take advantage of LHRMA's many opportunities for knowledge and competency building. This will help you be the best prepared and most competent HR professional you can be.

See you at the April Meeting and Workshop!! - Mark Pankoke

ATTENDANCE DRAWING WINNERS

Who Says There's No Such Thing as a Free Lunch? Congratulations to Stacy Varga of Lincoln Children's Zoo. She will receive free lunch registration at the April 2010 meeting!

Future Meetings

- May 11 Lunch: Wellness HR Best Practices; Program:
 Relationship Wellness Conflict
 Management
- •June 8 Lunch: Legislative Update; Workshop: Harrassment
- •July 13 Workforce Readiness



February LHRMA Program – Credit Hours

The February LHRMA Program has been approved for 1 (General) recertification credit hour toward PHR, SPHR and GPHR through the HR Certification Institute. If you attended the meeting and would like a certificate mailed to you, please e-mail Kathy Harper at kharper@lmep.com.

Board Meeting Recap:

LHRMA will join the Chamber

Government Affairs – all bills are currently held in committee



LEGAL UPDATE

IA Woman Fired for Being too "Tomboyish" Can Challenge Firing Under Title VII

by Mark A. Fahleson, Esq. • Rembolt Ludtke LLP • Lincoln, NE

Employers know Title VII of the Civil Rights Act prohibits sex discrimination; however, many employers may not realize that sex stereotyping can be a form of sex discrimination. On January 21, 2010, the United States Court of Appeals for the Eighth Circuit (which covers Nebraska) held that employment decisions based on sexual stereotypes violates Title VII. Lewis v. Heartland Inns of America, L.L.C., (8th Cir. 2010).

Heartland Inns of America hired Brenna Lewis as a night auditor in July 2005. Lewis was successful in that position receiving pay raises and compliments from customers. In December 2006, Lewis' manager, Lori Stifel, promoted her to a day shift hotel clerk position. Director of Operations, Barbara Cullinan, initially approved the promotion over the phone, but after seeing Lewis told Stifel that she felt Lewis was not a "good fit" for the front desk position.

Lewis describes herself as "slightly more masculine" and "tomboyish." Lewis does not wear make-up, wears loose fitting clothing, including men's button down shirts and slacks, and keeps her hair short. Stifel characterized Lewis's appearance as "an Ellen DeGeneres kind of look" and other employees described Lewis as "tomboyish."

After Lewis worked at the front desk for a month, Cullinan directed Stifel to return her to the overnight shift. Cullinan felt that Lewis lacked the pretty, "Midwestern girl" look needed to work the front desk. Stifel refused because Lewis had been doing "a phenomenal job at the front desk." When Stifel refused to transfer Lewis, Cullinan demanded Stifel's resignation. At the time Lewis had a spotless performance record, received praise from her immediate supervisors, had received merit pay raises throughout her employment with Heartland, and had

received no customer complaints.

Although the front desk job description in Heartland's personnel manual did not mention appearance and only stated that a guest service representative create "a warm, inviting atmosphere" Cullinan required Lewis to interview for the front desk position because "hotels have to have a certain personification and appearance." The company subsequently purchased video equipment so remote executives, like Cullinan, could see job candidates before they were hired.

Lewis met with Cullinan in January 2007 for a second interview, despite the fact that Lewis had already held the front desk job for nearly a month after Cullinan's initial approval of her hire for the position. Cullinan informed Lewis that she had to undergo an interview to "confirm/endorse" her day-shift front desk job. Lewis was aware from Stifel of what had been said about her lack of the "Midwestern girl look" and that other staff members had not been required to have second interviews. Three days after her second interview, Lewis was fired. In its termination letter to Lewis. Heartland asserted that Lewis had "thwarted the proposed interview procedure" and "exhibited hostility toward Heartland's most recent policies."

Lewis asserted that Heartland's reasons for her firing were pretext, and that the real reason for her firing was because she did not conform to sex stereotypes in violation of Title VII. The court relied on a 1989 case, *Price Waterhouse v. Hopkins*, in which the U.S. Supreme Court decided that sex stereotyping can violate Title VII when it influences employment decisions, and the court did not require Lewis to produce evidence that she was treated differently than similarly situated males. The focus of Title VII "is the protection of the individual employee, rather than the protection of the minority group as a whole." Ultimately,

the court concluded that Lewis offered sufficient evidence from which a reasonable fact finder could conclude that Lewis was discriminated against because of her sex since an employer who discriminates "against women because . . . they do not wear dresses or makeup" engages "in sex discrimination because the discrimination would not occur but for the victim's sex."

Title VII Lesson: prohibits discrimination based upon sex. In this case, Lewis provided evidence that Heartland found her unsuited for her front desk job based, not upon her work performance, but upon an appearance that was inconsistent with the company's preferred feminine stereotype. At the summary judgment phase of a case, the question is whether a plaintiff has offered sufficient evidence from which a reasonable fact finder could find that the individual was discriminated against because of her sex. Here, the Eighth Circuit found that Cullinan's remarks, along with her discharge of Stifel for not taking Lewis off the front desk, and her imposition of a second interview even after Lewis performed successfully in the position, clearly provided such evidence.

The line between sexual discrimination based on orientation, which is not yet prohibited by federal or Nebraska law, and discrimination "because of sex" can be difficult to draw. However, employers must recognize that an employer who takes an adverse action against an individual because he or she does not fit within sexual stereotypes is engaging in sex discrimination because that discrimination would not have occurred but for the individual's sex. Employers desiring to require specific appearance standards are encouraged to work with employment law counsel before doing so.

Fahleson is a partner with the law firm of Rembolt Ludtke LLLP and may be reached at (402) 475-5100 or mfahleson@remboltludtke.com. This article is provided for general information purposes only and should not be construed as legal advice.

L*RMA

Coach's Corner Getting to Know Your Team!

by Jane Weddle, M.A. • Weddle Performance Group

How ence other

Who is not interested in knowing more about themselves and about others on their team in order to work more effectively together? Let's take a snap shot of Joe's team, whom he desperately wants to improve his Sue, very forceinteractions with! ful, results oriented and a very quick decision maker, Tim, likes fact based solutions and takes a logical approach to discussing the problems the team faces, Yanda, desires diplomacy and cooperation, likes the team to have a set routine and like the other team members is very task oriented. Then there is Joe, he desires time to get to know each other as people, very optimistic outlook and is more concerned with the people vs. the task at hand.

We all have different ways of doing things and this becomes our behavioral pattern. Each one of you has a way in which you deal with people and various situations. We at times don't think about the fact that everyone of our team members have different ways of doing things and we tend to struggle when they just don't do it or look at it the way "I" would.

One contributing factor to team efficiency is that often no one has taken the time to get to know each other very well. Ask your self the following questions in regards to each individual team member—change the questions a little and ask yourself the very same questions about yourself!

How do they handle problems and

challenges?

How do they handle people and influence others?

How do they handle change and pace of the environment around them?

How do they handle rules and procedures set by others?

Once we know each other, we have to look at the "Adaptability Principle": A prerequisite for personal effectiveness is your willingness and ability to adapt your behavior. Behavioral adaptability has more to do with your adjustments to your methods of communicating and behaving, based on the needs of that relationship and interaction.

One of the first things Joe looked at doing was taking the SUCCESS IN-SIGHTS™ assessment to learn more about his behavioral style and then his entire team used the tool to learn more about themselves and the various things they needed to know about their individual team members such as: Do's and Don't to communicating, what their ideal environment is, keys to motivating, and answers to the above questions.

Knowing the answer to those questions can improve team effectiveness and communication—only after knowing and sharing the information the team then uses the information vs. just saying, "Hey, that was a great little exercise". One of the many keys to team success is understanding yourself, recognizing, understanding and appreciating others, adapting your style and continually being self-aware of what you have learned about others on your team and utilize the information to communicate and work together!

Action Plan: What are some actions you can do to learn more about personal style and effectively working with others? What about your teams? What is your time frame in which you will do it? What will be the value?

- 1. Look at utilizing a tool like the Success InsightsTM assessment to learn more about your behavioral style and more specific answers to the above questions on yourself!
- 2. Read some books on Personal Style
- a. People Smarts Bending the Golden Rule to Give Others What They Want
- b. People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts
- c. The Social Styles Handbook: Find Your Comfort Zone and Make People Feel Comfortable with You

d. How to Mind Read Customers

One of the many keys to success is understanding yourself, recognizing, understanding and appreciating others, adapting your style and continually being self-aware of what you have learned about yourself and others. Utilize the information to communicate and work together!

Jane Weddle, M.A. is the Sr. Performance Consultant and Certified B-Coach for Weddle Performance Group. To inquire about the services and products ranging from hiring to development that WPG offers or for more information on other organizational needs, go to www.partnerinperformance.com or call 402-429-5224.

- "Happiness does not depend on outward things, but on the way we see them." -Leo Tolstov
- "Strive not to be a success, but rather to

be of value."

-Albert Einstein



WELLNESS REPORT

Worksite Wellness Leadership Support

by Lisa Henning, Executive Director • WorkWell, Inc. • Lincoln, NE

In the January newsletter, we mentioned that you will be receiving a series of articles about how to develop a quality wellness program. The first step in the process is garnering senior management support.

Senior level buy-in is critical to the success of your program! Dan Krick, Vice President of People Resources at Lincoln Industries stated it very clearly, "wellness needs to be hardwired into your company." How do you get senior level support? Start by speaking their language.

To many of our leader's credit, they started on this wellness journey many years ago without knowing whether or not they were going to see a return on their investment. They took on wellness because it was the "right thing to do." Philosophically, we would like to think that everyone dives in to the wellness arena with that level of thinking, but we know that some leaders need to be "shown the money." Thirty years later, we have the data to show not only the return on investment, but the value of the investment!

The abbreviated Cliff Notes version of making the business case for wellness looks like this: "Healthy employees cost less. Individuals with 0-2 health risks cost less in short term disability, worker's compensation, absenteeism, and medical/pharmacy." Please see chart below:

Association of Risk Levels with Corporate Cost Measures

Outcome	Low Risk (0-2	Medium Risk (3-	High Risk (5	Excess Cost
Measures	health risks)	4 health risks)	or more health	Percentage
			risks)	
Short-term	\$120	\$216	\$333	41%
disability				
Worker's	\$228	\$244	\$496	24%
compensation				
Absence	\$245	\$341	\$527	29%
Medical and	\$1,158	\$1,487	\$3,696	38%
pharmacy				
Total	\$1,751	\$2,288	\$5,052	36%

Wright DW, Beard MJ, Edington DW. The Association of Health Risk with Cost of Time Away from Work. Journal of Occupational and Environmental Medicine, 2002:44(12): 1126-1134 Please note that the above table reflects costs associated with risk in 2002 and does not reflect the increase in costs to 2010 due to inflation.

A healthy workforce makes good business sense. From a local perspective:

- -Lincoln Industries is boasting a 5:1 R.O.I. Their health care costs are half of the industry average.
- -Duncan Aviation boasts an R.O.I. of 9:1.
- -The Nebraska Association of Resources Districts experienced a \$50,000 savings in pharmaceuticals claims in just the first year of their wellness program.

Senior leadership needs to be more than just signing a check or approving a budget. Senior leadership must create the vision and connect that vision with the company's mission and values. Operational leadership/middle management implements the vision, and individuals must become their own champions for wellness.

Senior managers and middle managers should be visible. That means communicating the importance of wellness to employees, being the first in line to get the flu shot, being part of the walking club, attending a brown bag lunch here and there, encouraging other managers to support wellness, and allowing release time to attend wellness events.

The list of mega organizations that offer quality wellness programs is impressive, but note that there are plenty of local champions, some of which have been cited in this article. Any size company can do wellness and all companies should offer wellness as a core business function. Today it is not just a recruiting tool or a feel good program. Today wellness is a matter of survival and possibly thrival. Don't miss the opportunity to do the right thing.

We will continue our leadership section in our next article by showing you how to form a wellness team.

This article has been provided by WorkWell, Inc. For more information regarding WorkWell, call Lisa Henning, 441-8049.





Spring Has Sprung: Time to Take Charge of Your Own Happiness

By Tricia L. Branchaud, LMHP, LPC, CEAP • Directions EAP, LLC • Lincoln, NE

The latest research on stress and resiliency incorporates many facets of the same dimension: being happy. Positive psychology is about how to improve the quality of our lives to feel better and happier. Here are some ideas based on the research on how to increase the happiness factor in your life:

Give yourself permission to be human

Allowing yourself to fully experience all of your emotions – the positive and the negative – is giving yourself permission to be fully human. Painful emotions are a normal part of life. Recognize that feeling down, disappointed or unhappy at times is normal and natural.

When you are feeling unhappy, admit it to yourself and to those close to you whom you can trust. Misery shared is truly misery lessened.

Tell yourself that you can experience negative feelings without giving up or losing hope. Practice active acceptance rather than passive resignation" says Dr. Ben-Shahar, happiness researcher and author.

Simplify your life

By trying to squeeze in more and more activities into less and less time we create much stress for ourselves and often feel too busy. As a result, we are so caught up in this whirlwind that we often fail to enjoy the potential sources of happiness that are all around us — like spending quality time with our loved ones or workmates, enjoying the sights, sounds and smells all around us, noticing a beautiful landscape, or taking time to cuddle with that pet who adores you.

The quality of one's time should not be measured exclusively by how much we accomplish. It is enough sometimes to just BE. Listen to some soothing music, read a good book, lie in the grass, contemplate a

starry sky. Time pressures can crowd out these simple pleasures and lead to feelings of frustration. It can begin to feel like the world is passing us by.

Often, doing less IS more – more happiness, that is. Look within yourself and examine how your life really feels. Are you constantly rushed? Stressed? Always behind? Do you have sufficient time and energy to pursue activities that are personally meaningful to you?

Be careful about over-committing yourself. Learn to say no when appropriate —without feeling guilty. Turn off distractions during times of leisure, like cell phones, computers and television. These are all things YOU can control.

Recognize the importance of the mind-body connection

Physical exercise, regular relaxation exercises like meditation and deep breathing, healthy eating, and getting proper sleep are essential for our physical and emotional health. They help alleviate symptoms of depression, stress, and anxiety, and help improve relationships, and therefore levels of happiness.

Studies are showing that exercise seems to be as effective as standard antidepressant medications in reducing symptoms in patients with depression. Some studies have shown that just 20 minutes of exercise can improve one's mood for up to 24 hours.

Regular relaxation exercises like meditation and deep breathing help "undo" the ravaging effects in the body of chronic stress. They also help to achieve a state of inner calm which can lead to a heightened state of happiness.

And a good starting point for taking good care of your mind-body connection is getting proper sleep and eating healthy foods. There is a wealth of information about these subjects on-line or at your local library or bookstore.

Focus on the positive

Resiliency research shows that positive emotions offer protective factors to life's stresses. And how we feel is usually a byproduct of what we are thinking. Positive thinking usually leads to positive emotions. Positive psychology studies indicate that an optimistic outlook along with positive thinking can bring better health and greater happiness.

Start with the belief that your thoughts are under your control. We sometimes have little control over what happens to us, but we have ultimate control over our attitude towards what happens to us. One way to keep a positive attitude is to appreciate what we have. Our happiness depends on whether we are grateful for what we have. This is why a person who seems to have everything may be unhappy, whereas a person with relatively little may be living a happy life. Make gratefulness a habit and a way of life.

By focusing on the positive and learning to be grateful for the things you have, you will achieve greater levels of happiness.

If you need help getting there...

Some of the suggestions in this article are easier said than done. Habits take a while to change. Emotional baggage can get in the way. Your Employee Assistance Program is here to help you try to make changes in your life and in your thinking that can lead to having a happier life. And the help is free. And completely confidential.



.... Program/Workshop Info continued from pg. 1

in 2004 as a Chief Warrant Officer Five.

Mr. Nelson graduated from North High School in Omaha and received a BA Degree in Human Relations from Doane College, and a MA Degree in Adult Education from the University of Nebraska. His decorations include a Legion of Merit, Meritorious Service Medal with 3 Oak Leaf Clusters; Army Commendation Medal with three Oak Leaf Clusters; Army Achievement Medal with 1 Oak Leaf Cluster; Military Outstanding Volunteer Service Medal: Nebraska National Guard Legion of Merit; Nebraska National Guard Meritorious Service Medal with 1 Oak Leaf Cluster; Nebraska National Guard Commendation Medal; and the Nebraska National Guard Outstanding Citizen-Soldier Medal.

CATRICE M. JACKSON-MS, LMHP, LPC

Catrice is a dynamic sought after Empowerment Speaker, Delicious Life Designer, Published Author and is the CEO of Catriceology Enterprises, LLC. Catrice challenges people to turn off cruise control, begin to face their fears and create lives full of passion and purpose. Catrice helps leaders create inclusive, cooperative productive teams through transformational leadership, emotional intelligence and critical thinking. Catrice delivers engaging messages that are real, bold, compassionate and honest, and creates an environment where people are comfortable sharing and engaging. Catrice's messages and workshops are informative, fresh, innovative and dynamic. She believes in giving participants more than what they ask for and leaving them emotionally moved, provoked to think critically and ultimately participants will experience an "A-ha" moment leading to change.



Change for the Foundation



Every month you will find a small jar with some spare change rattling around in the bottom. As the SHRM Foundation Representative, I hope to use this small effort to increase our annual SHRM Foundation gift. I hope that when you see it, you will

be excited to make a small, yet significant donation to help advance the HR profession through the research, scholarships, publications and advancement opportunities that The SHRM Foundation provides. For more information on the SHRM Foundation, visit www.shrm.org and click on SHRM FOUNDATION. Thank you!

SHRM Student Chapter Happenings

The Nebraska Wesleyan University chapter of SHRM has a strong start to the Spring 2010 Semester. In February, we volunteered at the Bowls for Backpack Event held on campus. The event raised \$5800 to help feed hungry children in the Lincoln area. In March, we toured BryanLGH and learned about their organization. The topic of a family friendly workplace was the focus, but we were able to discuss numerous other HR disciplines. Thanks to Ron Anderson at BryanLGH for taking time to talk with us.

May Baskets Springing Up Again

The annual fundraising effort for the Society for Human Resource Management (SHRM) Foundation is on the horizon! May 11th marks the annual May Basket Raffle event, which helps LHRMA raise funds to support the SHRM Foundation. Last year, LHRMA members raised over \$500 for the foundation through this event. The baskets are provided by area businesses and are filled with a wide array of treasures which have included gift cards, books, event tickets, spa packages and more. If you are interested in helping with the May Basket Raffle, or your company would like

to make a contribution, please contact me: Tami Lewis-Ahrendt, PHR, <u>tlewis-ahrendt@</u> centerpointe.org

The SHRM Foundation is the non-profit organization that funds Human Resource research, publications, certification scholarships and education efforts for the benefit of all HR professionals. The SHRM Foundation is not funded through membership dues, but through the generous gifts of donors just like you.



Member Changes

Check and verify your name and address on this month's LHResource for accuracy. Please contact Kathy Harper our LHRMA Administrative Assistant, for any of your personal job and address changes. Please either email your changes to Kathy at lhrma0048@vahoo.com or by telephone at 402.483-4581 x 339.



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LHRMA RESOURCE

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