

ABOUT OUR LUNCHEON PROGRAM

Respecting differences in the workplace can be challenging when individual perspectives are misunderstood. Compliance may be textbook defined but daily interactions dealing with diversity issues are unique to each situation. In addition to workplace issues, it is also essential to recognize and understand the impact diversity may have on customers and vendors.

This month's diversity panel represents professionals in the community who bring a wealth of knowledge and experience on diversity issues. The open forum provides an opportunity to get your questions answered and learn best practices utilized by local employers.



ABOUT OUR PROGRAM PANEL

Ginna Claussen, is a graduate of the University of Nebraska-Lincoln and a graduate of Leadership Lincoln. She has been a Human Resources professional for 17 years. Her current job title is First Vice President, Employment Manager at TierOne Bank. Ginna is a member of HRAM (Human Resource Association of the Midlands- based in Omaha).

Paul Nathenson is a registered nurse certified in both rehabilitation and holistic nursing. He served as Vice President and chief nursing officer at Madonna for 12 years before taking the position of Vice President of Long Term Care. Paul is well published in nursing journals. He serves on the Editorial Board of the Rehabilitation Nursing Journal and he has recently been appointed to the Board of Directors for CARF (Commission on Accreditation of Rehabilitation Facilities).

Brenda Rice, SPHR, Sr. Human Resources Representative with Square D - Schneider Electric. Brenda has been with Square D for over 25 years, and the past seven years have been in HR. She earned a Bachelors degrees in both Business Administration and Human Resources from Doane College and a Masters degree in Human Relations from University of Oklahoma. She recently stepped down as president and continues to serve on the board of directors for a group home for at risk girls, WICS (Women in Community Service).

Jose J. Soto has worked in the areas of mental health and education for the past 25 years. Since 1992, Soto has served as Vice President for Affirmative Action/Equity/Diversity at Southeast Community College in Lincoln, Nebraska. Since 1988, Mr.

April 2009 Program & Workshop

PROGRAM TOPIC: DIVERSITY PANEL

Speaker Panel: *Ginna Claussen* - TierOne Bank
Paul Nathenson - Madonna Rehabilitation
Brenda Rice - Square D
Jose J. Soto - Southeast Community College

When: Tuesday, April 14, 2009
Where: The DelRay Ballroom
817 R Street

Registration: 11:00 a.m. – 11:30 a.m.
Meal & Program: 11:30 a.m. – 1:00 p.m.
Workshop: 1:15 p.m. – 3:45 p.m.

Cost: \$15.00 Luncheon Meeting
\$35.00 Workshop only
\$50.00 BOTH Lunch meeting & Workshop

Meal: Deli meat platter with condiment tray, pasta salad, antipasto platter, fruit salad, desserts, coffee and iced tea by Annette's Catering

WORKSHOP TOPIC: BEHAVIOR-BASED SELECTION & INTERVIEWING

Speaker Panel: Kevin Mattran, Continuum EAP
HR Certification Institue (HRCI) credits 2.5 hours

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President's Message

Cathy Maddox, President



WOW – that is really about all I can say is – WOW

I just left the Career Expo at Southeast Community College and I am so impressed with what our Workforce Readiness Committee designed, coordinated and implemented! What a wonderful opportunity for students and their parents to see all the different career paths a person can go down. Many times students think that they want a certain career without really knowing what is involved with that particular position. This event gave students the opportunity to ask someone in that exact career what is involved; what schooling did they go through; the pros and cons of that position. In talking with some of the career/company representatives they were very happy with the event and said they would participate in it again next year! The committee worked very, very hard and I know very much appreciated the cooperation of Lincoln Public Schools and everything (and there was a lot) that Lynn Willey with SECC did to make this a successful event.

An event such as this gives us a prime opportunity to talk with students about HR. Many of them have no idea what is involved – although if we told them everything they may run as fast as they can! Recently a number of LHRMA members were interviewed by students in an HR class at UNL. The two that interviewed me had career paths much different than HR! One is going to be a lawyer; the other is in the new Golf Management program. But at least both of them got a perspective on what is involved in our profession. With as many times as this generation changes job and careers, perhaps one day they will be sitting at one of

our LHRMA meetings! When I left high school I was just positive that I wanted to be a teacher. And look where I am now – still being a teacher – just in a different way. We teach our employees about benefits, about work ethic, about leadership. Sometimes things really do go full circle.

My thanks to all of you for being patient with us while we try to find the best venue for our meetings. We appreciate all your feedback – it helps us know what we need to do differently.

Random thoughts – spring break is right around the corner. That means it is close to Easter, and Easter time has the BEST candy ever! And no, I do not eat the ears off the bunny first. You also know its spring because you can hear the bats hitting the balls at Hawks Field. And yes, it is just that much closer to the Spring Game (only 36 days, 17 hours as of right now!). Our youngest just turned 21 – whatever happened to just beer and mixed drinks? I learned the name of quite a few shots last week that I never knew existed – does this mean I really am getting old???

Have a great week!

-Cathy Maddox

FUTURE MEETINGS

- May: Succession Planning – DelRay Ballroom
- June: Economic Engagement in Bare Market–DelRay
- July: Workforce Readiness – Country Inn & Suites
- Aug.: Benefits – Country Inn & Suites Afternoon workshop
- Sept.: State Conference
- Oct.: ASTD Duad Meeting – Country Inn & Suites

SHRM New Member Enrollment Only \$99.00 Through April

From February 1 through April 30, 2009, 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 professions at www.shrm.org or email shrm@shrm.org. SHRM applications may be downloaded from www.shrm.org or may be obtained by contacting membership@lincolnhhr.org. Complete a SHRM application and mail it with your \$99 check made payable to SHRM to:

Lin Blodgett
Membership Chair
PO Box 81068
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 on line and stay in the forefront of the HR management profession.

ATTENDANCE DRAWING WINNERS

Who Says There's No Such Thing as a Free Lunch? Congratulations to Wes Schotten with GTE Industries. Wes will receive free lunch registration at the April 2009 meeting!

BOARD MEETING RECAP

- Awesome job at Career Fair by Workforce Readiness
- Looking at ways to expand the use of technology with LHRMA members
- 2009 budget has been passed

LEGAL UPDATE

Retaliation? No Incarceration!

by Jack L. Shultz • Harding & Shultz, P.C., L.L.O. • Lincoln, Nebraska

On January 22, 2009, the U.S. Attorney's Office in Kansas City filed a criminal complaint in the federal District Court for the Western District of Missouri. The underlying facts concerned two female employees and their sexual harassment allegations concerning their employer. In fact, the employer did a very good job of fulfilling its responsibilities under Title VII and parallel state law requirements. However, the case then took an interesting turn.

THE HARASSMENT

The two female employees (let's call them Thelma and Louise) worked as a sales consultant and a sales associate for Mercedes-Benz of Kansas City. The President (let's call him Rambo) of the parent company of their employer made sexual comments about the appearance of the employees, questioned them about their sex lives, stared at them "in a sexually suggestive manner," and the conduct culminated in an incident at a local restaurant. Rambo claimed to Thelma that he and Louise had engaged in sex, and Rambo asked whether that made Thelma jealous. Rambo also warned Louise in private not to tell Thelma that Rambo fabricated the story. Thelma and Louise reported the harassment to their managers (let's call them Starsky and Hutch).

THE INVESTIGATION

Starsky contacted the company's in-house attorney and reported back to Thelma and Louise that the parent company of their employer would conduct an investigation. Ultimately, Thelma and Louise were informed that the investigation revealed no third-party collaboration for much of their allegations, but that Rambo was ordered into mandatory counseling for a "sex and alcohol addiction" which he confessed to the investigators.

THE RETALIATION

Thelma and Louise claimed they had been promised advancement but then claimed that they experienced retaliation by having sales business taken from them. Thelma was not considered for an open sales manager position, allegedly because Rambo told Starsky to give the position to a male sales associate. Thelma and Louise both complained to the CEO of the parent company and the HR Director for the parent company, but their complaints about retaliation "went unheeded."

THE TERMINATIONS

Louise sent a letter to the HR Director of the parent company stating that she could not continue to work for the company with the continuing retaliatory hostile work environment. The HR Director sent Louise a letter indicating that the company was accepting her resignation. Rambo was terminated as President of the parent company and his replacement (Rambo II) encouraged Thelma to submit a written settlement proposal, which she refused to do. Louise claimed that she continued to experience retaliation, including discipline for an alleged unexcused absence, until she resigned.

THE LITIGATION

Thelma and Louise filed a petition in state court claiming sexual harassment under both state law and federal law. In addition, the petition asserted negligence on the part of the parent company in hiring Rambo and the failure of the company to prevent and correct his actions.

THE FAKE ASSAULT

During discovery in the discrimination case, criminal allegations concerning Thelma and Louise surfaced. According to the criminal complaint trial on January 22, 2009, Thelma and

Louise offered a man (let's call him Perp) \$100,000 to assault both women physically and to assault Louise sexually. The idea, according to the U.S. Attorney's Office, was to make it appear that the assault was retaliation for their discrimination lawsuit, thus adding an extra claim which might obtain a larger settlement. Thelma and Louise offered to pay Perp \$50,000 each if the settlement of their discrimination lawsuit amounted to more than \$1.5 million. Perp allegedly assaulted Thelma and Louise in Thelma's garage, after which Thelma and Louise told police that they believed the assault was related to their lawsuit. Thelma later told Perp that there did not appear to be any forensic evidence linking the assaults to the lawsuit, so Perp offered to pay \$20,000 to his neighbor (Perp II) to make a threatening phone call to Thelma from another auto dealership owned by the parent company. However, Perp II used his own cell phone to make the call which was traced to him after Thelma reported the call to the police. The U.S. Attorney's Office said the federal wire fraud charge against Thelma is based on her interstate call from her Kansas home to a Missouri police officer to report the assault and the call.

THE AFTERMATH

Thelma and Perp were arrested and Thelma is still in jail. The lawyer representing Thelma and Louise in the discrimination case moved to withdraw from the case and that motion was granted in early January. The employer is taking the position that the entire claim of discrimination, like the assault, was fabricated.

CONCLUSION

The employer in this case did a good job of promptly investigating employee

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complaints and taking appropriate remedial action (mandatory counseling and later termination) of the individual alleged to have committed the discrimination. It is extremely rare, and odd, that employee plaintiffs would conspire to fabricate assaults and a threat in order to enhance the possibility of a larger recovery by way of either settlement or a jury decision. Nevertheless, that is exactly what happened here and the prompt action of the U.S. Attorney's Office in filing a criminal complaint based on such activity serves as a reminder to employees that conduct of this type is illegal and will most likely result in an arrest and imprisonment. However, employers should continue to take all harassment allegations seriously and promptly investigate such allegations and take any appropriate corrective action. Occasionally, an objective investigation may reveal fraudulent charges of discrimination or retaliation, thus, it is critical that a thorough and neutral investigation be conducted.

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 402/434-3000, or at Harding & Shultz, P.C., L.L.O., P.O. Box 82028, Lincoln, NE 68501-2028, or jshultz@hslegalfirm.com.



WELCOME NEW MEMBERS!



Left to Right: Kathy Timmins, Chris Gallentine, Trevor Bullock, Jim Rea, Catherine Lun

NEW MEMBERS

Tamera Green
Asst. HR Manager
State Farm Insurance
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Keith Prettyman
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Welcome to LHRMA!

Kelli Smith, PHD
Asst. Director
Univ. of NE – Lincoln
Ksmith4@unl.edu



LHRMA MEMBER CHANGES

Check and verify your name and address on this month's LHRResource 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@yahoo.com or by telephone at 402.483-4581 x 339.



Procrastination is the Thief of Time

By Tricia L. Branchaud, LMHP, LPC, CEAP • Directions EAP, LLC • Lincoln, Nebraska • 434-2900

This quotation is often attributed to Ben Franklin. But Ben was not the first person to say that (actually it was Edward Young, 1742, an English poet and dramatist), and he won't be the last. Procrastination – putting off what must be done – is a big time waster. Spending too much time lingering over coffee, socializing too much between tasks, doing one thing when you should be doing another, putting off a big project because you are waiting for just the right inspiration, are all red flags that some form of procrastination is afoot. Recognizing procrastination is a skill in itself because procrastinators can do an incredible job of hiding their procrastination – even from themselves! Simply stated, procrastination is needlessly postponing needed decisions or actions.

“Never do today what you can put off for tomorrow. Better yet, never put off until tomorrow what you can avoid altogether!” Ah, yes, the wisdom of the die-hard procrastinator in action. But usually, procrastination statements are more disguised. Like waiting for inspiration, needing more information before tackling a project, or needing a large block of time to concentrate before you start a task. Or being too busy. We sometimes avoid doing what needs to be done by distracting ourselves with “busyness.” We keep busy, convincing ourselves that we are hard working and productive. Our failure to do what is important is disguised as busyness.

It takes skill and honest self reflection to differentiate between procrastination excuses and legitimate reasons for delaying a needed decision or action. Without the ability to recognize that you are procrastinating, there is

little chance of overcoming this time-wasting, nonproductive, immobilizing habit. Once you recognize that you are procrastinating, the next step is to begin overcoming it. Remember that procrastination **is** a habit, a habitual way of dealing with tasks or decisions you find distasteful or that make you fearful of failure. These are two major motivations behind why people procrastinate. Also, we tend to procrastinate when we are overwhelmed by the size of a project, we manage time poorly in general, we are perfectionists, when we are following other people's goals instead of our own, or when we put too much value on others' responses to our work. Additionally, some people procrastinate because they have hostile feelings towards someone that is asking them to do the task so they intentionally put it off. There are also mental health issues such as anxiety, depression or ADHD that may be the root cause of procrastinating behaviors. Finally, some people have procrastinated for so long that it has become an ingrained response.

“You don't have to see the whole staircase, just take the first step.” Martin Luther King, Jr.

When you see that you are procrastinating, make an appointment with yourself to take the first step toward completing the task or decision. Determine exactly what that first step will be and then set a specific time in the near future to begin the work. The most challenging step on major undertakings is often the first one. You will have a sense of satisfaction as you complete the first step, and then the next and this can keep you motivated to the end.

Think of “time” as one of the tools

that you have available to reach your goals. As with many tools, if you want to use time effectively, it may require some training (or retraining), determination and practice. Using time effectively is actually a matter of your own **personal** management. You evaluate your effectiveness by whether what you got done was what really needed doing. This involves learning to set priorities. Setting priorities is a matter of deciding what is really important. The **most** important. Make a list of what needs to get done or decisions that need to be made. These can be listed at first in no particular order and will give you a handle on what you need to accomplish.

Now, prioritize the list. Many find the ABC method to be a useful way to do so.

Put an ‘A’ by the items on the list that absolutely need to be done TODAY. Put a ‘B’ by those items that are next in importance to do, but only if all the ‘A’s are done. And put a ‘C’ by those items that are of less importance than the ‘B’ items. Now that you have your list of priorities, think Nike: “just do it!” Push on through the feelings and do it **now**. As you go to work through the ‘A’ list, you may find your mind drifting off to all the activities you'd rather be doing. Use positive self statements to keep yourself focused on task. For example: “I will work hard today accomplishing my goals because tomorrow I have scheduled time for play”.

Another mental trick is to break larger tasks down into smaller, bite-size segments that you know you can do. Be sure to build in rewards as you accomplish the steps. If you have sev-

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eral small items to do which are directly related to the larger project at hand, do these first. Even though you have some larger tasks left, psychologically it feels as if you have less to do when the list isn't so long. It gives you a feeling of accomplishment on which you can build. For unpleasant tasks, use your imagination to make the task more appealing. One final tip: always try to make it a practice to do the **unpleasant, high priority** tasks first to get them out of the way.

Don't be afraid to fail on your way to success. Thomas Edison tried dozens of filaments before he found the right one for the light bulb. Remember that your EAP professionals are here to help with this or other changes you are working on to make your life more satisfying. We are just a phone call away.

Tricia L. Branchaud, LMHP, LPC, CEAP
EAP Counselor / Coach / Trainer / Manager
Directions EAP, LLC
402-434-2900

CHAPTER CHAMPIONS AWARD

The Lincoln Human Resource Management Association (LHRMA) has again earned the Chapter Champions award. This achievement award goes only to those local chapters of the Society of Human Resource Management (SHRM) association who promote the SHRM Foundation through fundraising and awareness-raising. According to our local volunteer SHRM Foundation Representative Russ Roberts, the SHRM Foundation supports each human resource professional by funding research grants, scholarships and educational programs promoting the HR profession. Congratulations to LHRMA Chapter President Cathy Maddox and our whole chapter!



WORKFORCE READINESS COMMITTEE HOLDS 1ST ANNUAL CAREER EXPO!

The 1st annual Career Expo was held on February 22nd, from 1-3pm at Southeast Community College – Lincoln Campus. This was a year of planning by multiple members of the Workforce Readiness Committee. We had over 50 exhibitors and over 200 students & parents attend the event. With the assistance of Lincoln Public Schools, Lincoln Lutheran, Lincoln Christian, Pius X, we were able to get the word out to Lincoln area High School students and their parents through the guidance counselors and career education teachers.

Careers represented included: *Respiratory Therapy, Chiropractor, State Trooper, Electronic Technology, Travel Agent, Heating and Air Conditioning, Electrician, Dietician, Ground Water Management and Flood Control, Radiology, Welding, Military, Mass Communications, Food Service/Hospitality, Juvenile Probation Officer, Electronic Design, Financial Advisor, Water & Wastewater Testing, Research Biology, Web Design Natural Resources, Telecommunications, Life Coach, Cosmetology, Skills Assessment, Dental Assistant, Physical & Occupational Therapy, Insurance Agent, Personal Trainer, Human Resources, Pharmacist, Mortician, Massage Therapist, Firefighter, Surgical Technologist, Nursing, Dental Hygienist, Ag Sciences, Performing Arts, Automotive Tech, Drafting, Truck Driving, Accountant, Speech Pathology, News Reporter, Manufacturing, and Electrical & Wind Generation.*

Once the students and parents were able to talk to the exhibitors, they were asked to fill out a survey. We had very positive feedback & great suggestions for additional careers for next year.

I want to thank the entire Workforce Readiness Committee for their hard work & the time they took in planning and preparing for the Career Expo. Members of the committee include *Julie Singh, Nancy Shy, Chantel Denker, Lynn Willey, Lin Blodgett, LaDonna Humphrey, and Jennifer Monroe.* Also, thank you to all of the other volunteers who assisted the committee.

We are looking forward to making this an annual event and continuing to impact students on the their options for the future careers!



Roy Lamb, IBEW, talks to students about a career as an Electrician.



Representing the Human Resources field are Misty Muff, Crete Carrier Corporation, and Ruth Jones, Nebraska Book company.

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Soto has served as a consultant and senior advisor to National Center for Cultural Competency at the Georgetown University Child and Human Development Center (Washington D.C.). Since 2001 he has also served as an advisor and consultant to the National Alliance of Minority Behavior Health Associations (Washington, D.C).

ABOUT OUR WORKSHOP

Who would gain from this presentation:

- Front-line managers and supervisors responsible for interviewing.
- New supervisors and HR staff.
- HR professionals wanting a refresher.
- Companies looking to make better hires.

Managers have to walk a very fine line when interviewing candidates for a position. They want to make the best hire they can but cannot stray into illegal questioning. This workshop focuses on the best way to gain quality information from a candidate...behavior-based interviewing.

Behavior-based interviewing is built on the notion that past behavior is the best predictor of future performance. In this workshop participants will look at and discuss where some traditional selection methods fall short, look at the role testing plays in the selection and interview process and how to begin to build a behavior-based selection system.

Some issues that will be presented are:

- Effective job descriptions.
- Legal vs. illegal questions.
- Conducting a good interview.
- Preparing for candidate's questions and more.

Attendees will be provided with tools and resources so that they may continue to develop their understanding of this very effective method of interviewing.

What people are saying about **Behavior-Based Selection and Interviewing**:

- "I liked the specific examples given by the instructor to add to the booklet."*
- "I like the sample forms."*
- "I appreciate the information on legal vs. illegal questions and the list of resources."*
- "I'm inexperienced at interviewing because I'm a new supervisor; this really helps with generating questions and format."*
- "I enjoyed the information about the dimension matrix and focus on behavior-based questions."*
- "In my next round of interviews I plan to focus on behavior-based questions."*
- "I will be re-writing most of my scripted interview questions."*
- "It's always great to hear other participants' experiences and practices."*
- "I will look at job descriptions regularly and revise interview questions."*

ABOUT OUR WORKSHOP

PRESENTER

KEVIN MATTRAN, Organizational Training and Education Specialist

Continuum EAP is committed to providing training programs that address the needs of the business community in Lincoln and throughout the region. Kevin works to maintain one of the most comprehensive catalogs of training topics in the area. When not presenting, he is researching and creating new programs, exploring innovative methods of delivering training and working to keep existing programs up to date.

Kevin is a member of the American Society for Training and Development (ASTD) and on the board of directors of the ASTD-Lincoln chapter. Kevin was recognized by ASTD-Lincoln with the 2007 Community Impact Award. He is a qualified user of the Myers-Briggs Type Indicator®, an adjunct instructor in speech communication and theatre at Doane College and a graduate of the University of Nebraska-Lincoln. After a brief tenure teaching in the public schools, Kevin enjoyed a career in the entertainment field touring first, as a member of *Class Acts* (an improvisation-

al comedy troupe) then nationally as a stand-up comedian highlighted by taped appearances on HBO and Comedy Central. Kevin developed his training skills as a Staffing Specialist for Manpower, a Fortune 500 employment service. He trained employees in tangible skills like computer software as well as helping employees develop the intangible skills like leadership, problem-solving, teamwork, workplace safety and customer service. He has also served as an Admissions Representative and Student Advisor at Lincoln School of Commerce (now Kaplan University) helping adult students find degree programs to meet their career goals.

Kevin's sense of humor, academic roots, business experience, and communication skills combine for workshops that are fun but have substance.

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 Kathy Harper at: lhrma0048@yahoo.com.





Coach's Corner

Tapping into "Coaching" To Improve Organizational Performance

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

Coaching is gaining popularity—just over half of the AMA/Institute for Corporate Productivity 2008 survey respondents say their organizations have coaching programs in place. Of those that don't, over a third have plans to begin coaching programs in the future. What are your organization's plans?

The desire to improve individual performance and productivity is the most widely cited reason for using a coach according to the survey. Developing leaders, improving succession plans, and increasing skill levels are other frequently cited reasons behind coaching adding up to improved Organizational Performance according to 56% of the survey respondents. Additionally, it was found that the more an organization has clear reasons for using a coach—be it leadership development or boosting engagement—the more likely it is that coaching will be seen as successful. In short, organizations that have a well-defined purpose for using coaches are more likely to also report having successful coaching results.

Most everyone is familiar with individual coaching—the coachee and the coach working towards goals either defined by the organization or by the coachee. However, coaches are reporting a shift from Individual Coaching to Group Coaching. Group Coaching is a facilitated process led by a coach and created with the intention of maximizing the combined energy, knowledge, experience and wisdom of the individuals who choose to join in order to achieve organizational objectives or individual goals. Group Coaching also strengthens participant's capacity to ask powerful questions, explore

and tap their own knowing. It also widens access to resources, information and approaches to challenging situations. "Group Coaching focuses on choice, peer relationships, co-creating the agenda, creating an environment of trust and confidentiality and commitment to action with the coach holding the agenda for the group," states Ginger Cockerham who facilitates a group coaching course at the University of Texas and is a mentor to other coaches wanting to offer group coaching.

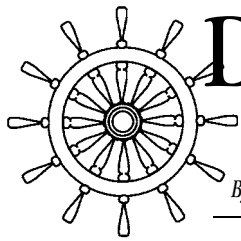
Some benefits of Group Coaching are: It's cost effective, JustinTimeSolutions, Participants benefit from the combined wisdom of each other for profound peer learning and lastly the built in accountability through "peer pressure" to keep commitments and attain goals. People also involved in group coaching have reported that having others that share the same challenges be it being a better leader or being a better sales person as being very powerful to moving forward with their development.

Participants for group coaching may be people from the same organization or geographically dispersed from various organizations and often the sessions are virtual. You may be asking yourself what brings them together? It tends to be an issue, theme, goal or topic that the participants share in common.

Examples: Leadingwith Impact(a virtual coaching group for leaders), Emerging Leaders(a virtual coaching group for men or women on the rise), Personal Strategic Planning, Getting Organized, Delegation, Dealing with Stress, Being a Strategic Partner for HR, Increasing Sales—the list can go on and on from being specific to broad. All participants come together to gain clarity and achieve goals with the advantage of the synergy and resources generated by the group! Often group coaching will offer individual 10-15 minute laser sessions for the participants of the group in order to still provide that individual attention. Organizations are offering coaching to all levels within the organizations.

Group Coaching like Individual Coaching is often offered in addition to a facilitated development program to enhance the results of the program. A study conducted in 1997 concluded that coaching and training combined produced a productivity increase of 88% while training alone produced increases of 22.4% (Olivero, Bane & Kopelmann; Public Personnel Management, Washington.).

Jane Weddle, M.A.--Sr. Performance Consultant and Certified B-Coach for Weddle Performance Group. To find out more 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.



DIVERSITY HUB

Culture and Diversity

By Emmanuel Ngomsi, Ph.D., • Intercultural & Diversity Trainer • Universal Highways

Culture refers to the fundamental values and norms that a group of people—such as an ethnic group, a nation, a corporation, or some other organization or profession—holds or aspires to hold. Every culture distinguishes itself from others by the specific ways it prefers to solve certain problems, such as those that arise from relationships with other people, from the passage of time, and in dealing with the external environment. Groups of people have “typical” cultural traits that can be identified by observing situational behaviors and predominant tendencies in problem solving. Recognizing that a group exhibits certain “typical” cultural traits does not mean that every person in that group has precisely those characteristics. That would be stereotyping. The way in which attitudes are expressed in a business organization and the way employees are evaluated and rewarded are labeled “corporate culture.”

Diversity is the similarities, as well as the differences, among and between individuals at all levels of the organization, and in society at large. Diversity of thought is critical to reaching the most innovative, customer-focused solutions to the many issues, problems and challenges confronting our business. As such, it is the responsibility of every manager to value and secure diversity of thought in his/her work unit by employing and developing the highest-caliber individuals differing from one another culturally, intellectually and experientially, as well as by race, gender, physical and mental abilities, and other factors.

Training people in cultural diversity requires that each member understand that he/she is a cultural entity different from others. Most of us now understand

what makes us different from each other. In this regard, teaching cultural diversity for the sake of the initiative or as a mandate is not enough. It is sometimes even counter productive. Diversity education must be taken to a higher level by bringing workers to the understanding that our diversity should be considered not as liability that hinders work relationship, but rather as assets to enhance engagement and job satisfaction and ultimately increase productivity. Cultural diversity training must be coupled with a team building facilitation interactive activities.

-Emmanuel Ngomsi, Ph.D.,
Intercultural and Diversity Trainer
www.universalhighways.com
1-888-646-5656

HELP ACHIEVE THE SUPERIOR MERIT AWARD

You can help achieve the LHRMA Chapter Superior Merit Award by notifying Tara Jennings, 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 tjennings@oasisadvantage.com throughout the year.



abloom with prize baskets donated by area employers and associations. These festive and value-packed May Baskets are our association’s annual fund raising effort for the Society for Human Resource Management (SHRM) Foundation. The SHRM Foundation is the non-profit organization that funds Human Resource (HR) research, publications, certification scholarships and education efforts to benefit all HR professionals.

Last year LHRMA members supported the SHRM Foundation with contributions of \$543 through the basket raffle, and eleven (11) lucky participants went home with baskets packed with high-end items, treats and supplies. Each basket had a theme; such as, *Health and Wellness, Stress Reduction, Margaritaville, Care for the Whole Family, Dinner and a Movie and Relaxation.*

Raffle tickets for this year’s “garden” of baskets will be on sale at the May 12th meeting, one (1) ticket for one dollar, six (6) tickets for five dollars and 13 tickets for ten dollars. Plan now to bring your wallet and join in the fun of a May Basket Raffle on behalf of the SHRM Foundation and all HR professionals.



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SOCIETY FOR HUMAN RESOURCE MANAGEMENT

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