

About our January Program:

Got blogs? Got tweets? What does it all mean?

This keynote session is a timely and valuable look at what Web 2.0 is really all about and what it means for your organization and the future of H.R. Social media and social networking are changing the way that we do business and starting to change the way in which the work of human resources is done. This is an opportunity for you to make sure that you are capitalizing on their potential. A lot of people are shouting a lot of things about Web 2.0 today, and this session provides you with the information to make your own decisions. Get up to speed on the blogging, tweeting, facebooking, way of the world today!

January 2010 Program

PROGRAM TOPIC:
NEW RULES, NEW TOOLS
WHAT WEB 2.0 MEANS FOR YOU, FOR H.R.
AND FOR YOUR ORGANIZATION
(HRCI APPROVAL PENDING)

Presenters:	<i>Joe Gerstandt</i>
When:	Tuesday, January 12, 2010
Where:	Lincoln Firefighter's Reception Hall 241 Victory Lane
Registration:	11:00 a.m. – 11:30 a.m.
Meal & Program:	11:15 a.m. – 1:00 p.m.
Cost:	\$15.00 Luncheon Meeting
Meal:	Tastefully Yours - Sandwich, Salad and Dessert bar along with beverage

LETTING THE DOG OFF THE LEASH: What, where and how to get started putting Web 2.0 to work

Web 2.0 tools can provide needed firepower to the work of attracting, developing and retaining talent, communicating with and engaging employees, fostering collaboration and supporting a healthy culture and this workshop shows you how. Building on the foundation provided in the keynote session, this workshop will:

- Define and examine a variety of Web 2.0 tools including blogs, wikis, webcasts, podcasts, RSS feeds, social networks
- Consider a variety of ways in which these tools can be applied to H.R. work
- Look at examples from a variety of organizations that actively using Web 2.0 tools today
- Help participants leave with a specific plan for moving forward and a list of Resources

This interactive workshop will provide you with the opportunity to get all of your questions answered and return to work with clarity about Web 2.0 is its associated opportunities as well as a plan for moving forward.



President's Message

Mark Pankoke, President



Happy New Year, Human Resources Professionals!

This is my first article for the LHRMA Newsletter as President of the organization. It is strange writing an article that won't be seen for a few weeks. I hope you have all taken time to enjoy the Holiday season. All of that aside I thought we might start the year out thinking about two items of major concern for all of us as HR professionals, 1) Health Care and 2) our role in the organization.

As of this writing it is still very unclear where Health Care Reform will go, if it even passes. It is a very contentious topic with many people choosing sides on one issue or another. Overall, this is a very good thing.

We are all consumers and many of us are working with health care benefits at our organization. We owe it to ourselves and our companies to stay well informed. By being well informed we can better advocate with leadership in our organization and with our Senators and Representatives.

To highlight the importance ponder these two items from the recently released SHRM Cost of Healthcare Benchmarking study:

-In 2008 the average annual cost of healthcare per covered employee was \$7,033, a 5.4% increase over the 2007 cost. This is a major expense and is obviously a growing cost.

-It was noted that while U.S. expenses are high, at least twice what is spent per person in other nations, the quality of care in the United States is generally not better – and, in some

cases, worse – than in other countries.”

Based on this quote it seems we, the American people have a problem needing to be improved. It is up to us to be part of the solution.

The second item I want us to think about as we head into the New Year is our role in the organization. The Chartered Institute of Personnel and Development indicates that their research shows that “Next-generation HR” will require practitioners to have a much broader business perspective and strong external focus. This means we need to be more business savvy and able to address some of these tasks:

-Building an adaptable culture, ready and able to change.

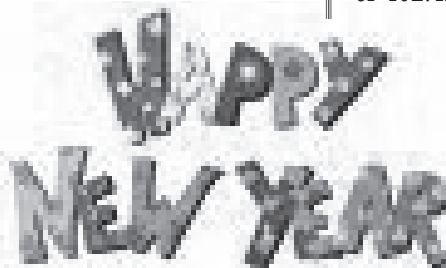
-Recruit and develop future leaders.

-Move past employee engagement and into the realm of organizational authenticity.

-Work with marketing to assure our organization is customer focused.

As you can see most of the items listed above are not operational and transactional in nature. It looks like we have our work cut out for us in 2010. I look forward to working with each of you in the year ahead.

-Mark Pankoke



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

Kathy Harper at lhrma0048@yahoo.com or at 402.483.4581 x 339. If you are looking for a Human Resource job, then you can check out our website at:

www.lincolnhr.org

FUTURE MEETINGS

- January: New Rules, New Tools .. What Web 2.0 Means for You, for HR and for Your Organization; Joe Gerstandt
Lincoln Firefighter's Hall

YOU CAN DO IT!

Plan now for the Spring PHR/SPHR/GPHR Study Group – February 1st thru April 26th. Certification testing eligibility requirements change in 2011 so this is the perfect time to start studying! Visit the LHRMA website www.lincolnhr.org for more information and to fill out the registration form. If you have any questions please contact Melissa Price at mprice@nebook.com or 402.421.0402

LEGAL UPDATE

How You Respond Makes All the Difference

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



Chances are even the best intentioned employers will at some point be the target of an employment claim. It's inevitable. What is not inevitable, however, is that every employer will find itself legally responsible for an employment claim. A recent case serves as a timely reminder that how you respond to an employment claim can make all the difference in the world.

In *Equal Employment Opportunity Commission v. Xerxes Corp.* (D.Md. Nov. 30, 2009), three African-American employees filed charges of discrimination with the federal EEOC alleging racial harassment. Among other things the African-American employees alleged that white coworkers:

- referred to them as “boy” and “n#**@!”;
- referred to black women as “nappy-headed hos”;
- referred to music as “jungle music” and “n#**@!” music;
- played pranks on them, including turning off the bathroom lights, covering bathroom doorknobs with gel, and placing resin on a work lock so that it couldn't be opened; and
- placed a piece of fiberglass in one of the employee's locker with the message “KKK plans could result in death, serious personal injury, NIGGA BE-NARd” glued on it.

Some of these incidents were never reported to Xerxes management despite its posted written anti-harassment policy and complaint procedure. Those that were reported were promptly investigated by management and human resources. The investigations were thorough, for one of the al-

legations at least 15 employees were interviewed and Xerxes enlisted the assistance of law enforcement for the more serious fiberglass incident. Those incidents found to have merit resulted in Xerxes implementing various corrective measures, including verbal warnings, written warnings, unpaid suspensions, individual and company-wide anti-harassment training, and republication of Xerxes' anti-harassment policy. The internal investigations were documented, and Xerxes provided the complainants with written memos outlining the steps the company had taken to investigate and remedy the harassment and thanked the complainants for coming forward. Furthermore, management periodically followed up with the complainants to ensure they had no further complaints. Indeed, Xerxes' response was so thorough that the EEOC did not provide a single suggestion in response to a written discovery request from Xerxes' legal counsel asking what more Xerxes could have done to stop the harassment.

The trial court granted Xerxes' motion for summary judgment and dismissed the case. According to the court, Xerxes' practice of conducting internal investigations and notifying law enforcement in cases of especially severe and threatening harassment hardly portrays a company trying to ignore racial harassment. . . . When Xerxes learned of racial harassment at [its] . . . Plant, it disciplined employees with unpaid suspensions and written reprimands. These actions set Xerxes apart from employers found to have responded inappropriately to employees'

allegations of harassment.

LESSON: Because this case involved allegations of coworker, as opposed to supervisor, racial harassment, the employer was entitled to a defense if it established that it took effective action to prevent and correct promptly acts of unlawful harassment. Xerxes response represents a model for employers to follow to avoid liability for such claims.

Interestingly, one of the issues raised by the EEOC was that the company's warning letters notified the offending employees that they were being disciplined for “sexual,” rather than racial, harassment. While the court rejected this argument by noting that they were merely copied from an internal form, employers would be well advised to ensure that their internal policies and procedures prohibit all forms of unlawful harassment, not just sexual harassment. Even today, we review far too many employee handbooks and policies that speak to employer policies against sexual harassment, but ignore acts of harassment based on any of the other protected classes (e.g., race, color, religion, national origin, disability, age, marital status).

Fahleson is a partner with the law firm of Rembolt Ludtke LLP and may be reached at (402) 475-5100 or mfahleson@remboltludtke.com. This article is provided for general informational purposes only and should not be construed as legal advice. Those requiring legal advice are encouraged to consult with their attorney.

SHRM Student Chapter Happenings

The Nebraska Wesleyan University chapter of SHRM has had a great semester. In October, we toured Kenexa and learned about their organization. Also, we promoted our group during Homecoming week by participating in the window decorating contest on campus. November was our service activity, and we purchased Thanksgiving dinner ingredients for a needy family in the Huntington Elementary area. For our December meeting, we had speakers from Volunteer Partners and Lincoln Benefit Life Company discuss how companies “give back” to the community.

SHRM Concludes Year of Significant Change

Mark Pankoke and Judy Ganoung attended the 2009 SHRM Leadership Conference held Nov 19-21 in Arlington VA. Below is a recap of the meeting:

The Society for Human Resource Management (SHRM) is concluding a year of significant change and has weathered the recession well, Society officials told volunteer leaders at the 2009 SHRM Leadership Conference, held Nov. 19-21, 2009, in Arlington, Va.

SHRM Board Chair Robb E. Van Cleave, SPHR, IPMA-CP, and SHRM President and CEO Laurence G. O’Neil outlined current programs and services, reviewed the Strategic Business Review process SHRM undertook in 2009 and highlighted the five-year Strategic Plan that emerged from those findings.

The global economy has impacted all organizations, the Society leaders said, but SHRM was prepared. “Fortunately, the Society was in excellent shape to weather the economic storms - and to position itself for future growth,” said Van Cleave.

“Our 2009 forecast for net assets was just over one hundred million dollars,” O’Neil told conference attendees during a State of the Society address on the last day of the conference. As of the end of September 2009, SHRM was at \$124.4 million. That’s the result of some real diligence by every member of the Global Leadership team.

“We are not changing the formula for our financial support to you in 2010,” he said, commenting on the needs of SHRM chapters and state councils. “Yes, it has been a challenging year for our finances, and we’ve had to adjust accordingly.” However, SHRM’s volunteer leaders “won’t see any financial impact at the chapter and council levels next year.”

SHRM has more than 248,000 members and that figure continues to rise, O’Neil said, adding that SHRM has extended 2,200 free memberships to those who have lost jobs. “Let’s hope that with the continued use of SHRM and its networking opportunities, they can all find new positions soon.”



People are so worried about what they eat between Christmas and the New Year, but they really should be worried about what they eat between the New Year and Christmas.

—Author Unknown

One resolution I have made, and try to always keep, is this: To rise above the little things.

—John Burroughs

We spend January 1, walking through our lives, room by room, drawing up a list of work to be done, cracks to be patched. Maybe this year, to balance the list, we ought to walk through the rooms of our lives not looking for flaws, but for potential!

—Ellen Goodman

CAREER Expo

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All area high school students, grades 9 through 12, and their parents are invited.
For more details visit www.lincolnhr.org

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A special thank you to the sponsors of our Annual Social and Volunteer Recognition Meeting held at Old Chicago in December:

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★ EXTRA! ★
EAP CORNER NEWS
We're here to help.

A Brain Spa

By Kevin J. Mattran • Continuum EAP • Lincoln, NE

Perhaps you are considering a little pampering. Maybe someone gave you a gift certificate to a day spa and you are working to clear enough time in your schedule for a massage, aroma therapy, manicure/pedicure...the works! All of those things are great! You'll feel like a new person afterwards. So, why not give the same treatment to your brain? Carve out some time to use the brain spa...EAP.

Just like a day spa addresses those little aches and pains to make a person more productive at work; EAP can do the same thing by addressing matters of the mind. Let's take a look at the brain spa's menu of specials.

"The DeStressor" (EAP Counseling)- This is the hallmark service for EAP. Our counselors work with people to help them cope with issues like grief, loss, stress, relationships and much more.

"The Guru"(Consulting)- Whether you are a manager or human resources professional, you are likely to encounter unusual or difficult situations with employees or day to day operations. When you feel that you could use a little help, EAP consultants can help you think things through.

"The Energizer" (Wellness Coaching)- The great Yogi Berra once said, "Baseball is 90% mental, the other half is physical." Health and wellness are the same way. A person must have the right mental attitude to set and achieve wellness goals. Wellness coaching helps deal with the emotional part of setting wellness goals as well as teaching one how to set realistic and achievable

goals.

"The Developer"(Training)- A variety of training services are available from your EAP ranging from traditional stand-up training sessions to webinars to computer-based training offerings.

Great day spas never forget the little extras like robes, towels, slippers, sliced cucumbers for your eyes, etc. Great EAP's don't forget the extras either. Turn to your brain spa for web resources, book title suggestions, legal/financial consultations and more.

The next time your employees are a little down, perhaps with a "what have you done for me lately attitude", remind them of the perpetual brain spa gift certificate they've been given. If they are looking for sliced cucumbers, they're probably out of luck; but for emotional wellness EAP is likely the very type of pampering they're looking for.

Kevin Mattran is the Organizational Training and Education Specialist for Continuum EAP. For more information on these and other workplace issues, call us at (402) 476-0186 or email at easpecialist@4continuum.com

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 tara@coach2win.biz throughout the year.

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.



Lincoln Human Resource Management Association

P.O. Box 81066
Lincoln, NE 68501

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PRESIDENT
MARK PANKOKE, SPHR
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PAST-PRESIDENT
CATHY MADDOX, SPHR
323-3249
CLMADDOX@SPEEDWAYMOTORS.COM



PRES. ELECT/GOVT RELATION CHAIR
JUDY GANOUNG
474-3183
JUDY@NAS-PA.ORG



PROGRAM CHAIR
KELLY WHITE
470-5016
KWHITE@LINCOLNCOMPOSITE.COM



SECRETARY - PUBLICITY
JUDY FISCHER
323-4448
JUDY.FISCHER@CABELAS.COM



TREAS. & REGIST. CHAIR
KAREN VOGEL, PHR
481-8185
KAREN.VOGEL@BRYANLGH.ORG



MEMBERSHIP CHAIR
CHANTEL DENKER, PHR
634-2991
CHANTEL@HUGHESBROS.COM



DIVERSITY CHAIR
BARB BENES, PHR
467-8812
BARB.BENES@NOVARTIS.COM

PHOTO
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SHRM FOUNDATION REP.
TAMI LEWIS-AHRENDT, PHR
475-8717
TLEWIS-AHRENDT@CENTERPOINTE.ORG



WORKFORCE READINESS CHAIR
TARA JENNINGS, CSP
484-5111
TARA@COACH2WIN.BIZ



COLLEGE RELATIONS CHAIR
JENNIFER MONROE
471-4121
JENNIFER.MONROE@NEBRASKA.GOV



CERTIFICATION DIRECTOR
MELISSA PRICE, PHR
421-0402
MPRICE@NEBOOK.COM

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NEWSLETTER IS PUBLISHED MONTHLY BY THE PUBLICITY COMMITTEE OF THE LINCOLN HUMAN RESOURCES MANAGEMENT ASSOC. IT IS PUBLISHED SOLELY FOR THE USE OF LHRMA MEMBERS. COST OF PUBLICATION IS PAID BY MEMBERS' DUES. BULK COPIES FOR DISTRIBUTION ARE NOT GIVEN OR SOLD.

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SHRM LOCAL CHAPTER 0048

PLEASE CALL KATHY HARPER AT 402-483-4581 X 339, WITH ANY CHANGE IN POSITION, COMPANY OR ADDRESS OR SEND HER AN E-MAIL AT: LHRM0048@YAHOO.COM