



## May 2011 Program

# Juggling Elephants

**An Easier Way to Get Your Most Important Things Done—Now!”**

**Luncheon:**

Get Your Act Together: Walking the tightrope of work/life balance

**Workshop:**

The Greatest Show on Earth: Creating the performance of YOUR lifetime

**When:**

Tuesday, May 10th

11:00 – 11:30 Registration

11:30 – 1:00 Luncheon\*

1:15 – 3:15 Workshop\*

\*HRCI Credits have been applied for

**Where:**

Country Inn & Suites

5353 N 27th Street, Lincoln, NE

**Parking:** FREE

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**Cost:**

Luncheon: LHRMA members- \$15

All Other Attendees- \$25

Workshop: All Attendees – \$35

Books are available for \$10 with your registration or at the program. (Retail for \$15.96+tax.)

**Menu:**

South Of The Border Buffet

Coffee, Tea, Soda

Assorted Cookies

**Deadline:** The deadline to register or cancel your registration is by: **Noon, Friday, May 6th.**

**About our Program:** Stressed, overwhelmed, too much to do, not enough time, too many priorities and lots of distractions? How do you deal with it all?



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When times are difficult or you feel the pressure of having way too much to do, it seems like the best thing to do is curl up in a ball and take a nap.

Instead, join our engaging, impactful and fun sessions delivered by co-author Todd Musig of the award winning book: **Juggling Elephants: An Easier Way to Get Your Most Important Things Done—Now!**

### **Luncheon - Get Your Act Together: Walking the tightrope of work/life balance**

#### Stop Trying to Juggle Elephants

- Recognize the need to use time and energy resources more efficiently and effectively.
- Determine specific areas where they feel overwhelmed or have too much to do.
- Identify the impact of “trying to get it all done” on their productivity and sense of accomplishment.
- Explore main causes of work overload and learn strategies on how to deal with too much to do

#### Be The Ringmaster

- Understand the importance of taking conscious control of your professional and personal endeavors.
- Explain the benefits of planning goals, tasks and activities based on purpose.
- Review purpose, goals, and tasks making sure that they are aligned with actual activity
- Identify strategies to take more control of how they use their resources to accomplish their purpose.

#### Taking an Intermission

- Taking care of your “star” performer
- Defining an “intermission.”
- Using regular intermissions to help sustain productivity and reduce burnout.
- Plan and define your next intermission.

### **Workshop - The Greatest Show on Earth: Creating the performance of YOUR lifetime**

#### Create The Lineup

- Prioritize current tasks and activities based on purpose.
- Identify tasks and activities that should be added, delegated, deleted, postponed based on ones lineup.
- Demonstrate the ability to a plan for successful completion of new and existing tasks and activities.
- Minimize distractions, interruptions and other factors increasing focus and productivity.

#### Work With The Performers

- Determine key individuals and groups whose resources are needed to achieve desired outcomes.
- Use key factors necessary for creating a successful team.
- Evaluate their current use of constructive feedback and rewards when working with others.
- Identify the unique needs of individuals or groups as they relate to achieving desired outcomes.
- Define the importance of providing opportunities for stress reduction for work teams and other groups.

#### Plan For The Next Performance (Creating a Standing Ovation)

- Understand the importance of feedback.
- Create a plan to gather feedback personally and professionally.
- Growing from positive and negative feedback and applying it towards continuous improvement.
- A plan and a process to improve your performance.

### **About our Presenter:**

With keen insight, strong communication skills and a passion for success, Todd Musig has a unique ability to inspire audiences. His expertise and experience are helping individuals and organizations accomplish what matters most to them in a time when there is too much to do and not enough time to do it.

Todd is co-author of the award winning book, Juggling Elephants, An Easier Way to Get Your Most Important Things Done-Now!. He is also a founder and managing partner of Juggling Elephants LLC, an international training and consulting firm dedicated to helping individuals and organizations accomplish what is most important to them.

A proven professional, Todd has twenty years of experience in training, marketing and consulting at organizations such as FranklinCovey, AchieveGlobal and Who Moved My Cheese? LLC. He has also owned, managed and built several businesses from scratch and truly knows what it is like to organize a hectic schedule and proactively manage a busy life. Todd lives in Salt Lake City, Utah with his beautiful wife and 3 wonderful daughters. [www.jugglingelephants.com](http://www.jugglingelephants.com)



Todd Musig

## President's Message

Mark Pankoke, President



### The Survey Says...

Those of you who have ever watched the Family Feud are likely familiar with the phrase, "The Survey Says..." I want to take this month's column to talk about the results of our recent survey of LHRMA members. The results were emailed, so perhaps you have reviewed them and drawn your own conclusions already. I will attempt to give you my thoughts from the survey results in three areas: Programs, Special Interest Groups and Why we are members of LHRMA.

It is probably no surprise, but it seems that topics related to changes in the HR world are those of greatest interest. This includes lots of topics with legal implications, lawsuits, fines and even possible jail. These are the kinds of things that make us sit up and take notice. Other topics of interest that aren't legal in nature but are also ever changing include, HR Best Practices and Leadership Training. Next in line is Conflict Management, a topic that is tough for most everyone to deal with. All in all it seems that there are lots of great topics out there which should provide LHRMA with interesting topics for years to come.

The response to our questions on Special Interest Groups is very encouraging. I think groups like these could be a great help to some people in the HR community. It should give members the chance to talk in more detail, share ideas and discuss problems and solutions in a more intimate setting. I am excited to try this concept soon. Stay tuned for more details.

The general question about why members belong to LHRMA yielded an interesting result. The area of most importance was not a surprise: learning at monthly meetings. The second highest rating was a slight surprise, resources from LHRMA such as the newsletter. So if you are reading this you may be one of the people that rated this highly. What this response seems to tell the Board is that we should continue and even strengthen our newsletter offerings and our website.

Lastly, I want to thank all of you who took the time to answer the survey. If any of you have additional comments or suggestions for improvement, contact me at [mpankoke@madonna.org](mailto:mpankoke@madonna.org). Rest assured that the LHRMA Board will use your feedback to make the organization even stronger and a better resource and value for you. Basically, the survey says we are doing well, but can do even better!

— Mark Pankoke



### Upcoming Meetings

June – Legislative Update & Immigration Law

July – Workforce Readiness – Background Checks & Criminal Backgrounds

### Drawing Winner

Who Says There's No Such Thing as a Free Lunch? Congratulations to **Aaron Delahoyde** from BryanLGH Health System. He will receive free registration at the May 10th luncheon meeting!



### Board Meeting Recap

- 2010 EXCEL Silver Award!
- Discussed survey results
- Shawna Hilbert is stepping down from Secretary position.
- Board is still looking for Marketing/Social Media person.
- SHRM needs 5 LHRMA volunteers for silent auction at State Conference.



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the conversation.

# Legal Update

## EEOC FINALIZES ADA AMENDMENTS REGULATIONS

By Jack L. Shultz, Harding & Shultz, P.C., L.L.O., Lincoln, NE

On March 25, 2011, the Equal Employment Opportunity Commission (“EEOC”) published final regulations implementing amendments to the Americans with Disabilities Act (“ADA”). See 76 Fed. Reg. 16999 (March 25, 2011). The amendments, which became effective January 1, 2009, dramatically broadened the definition of the term “disability,” making all employers with 15 or more employees susceptible to an anticipated increase in the number of lawsuits brought under the ADA. The final regulations offer guidance concerning the broadened meaning of “disability.” A summary of the key provisions of the final regulations follows below.

### FINAL REGULATIONS KEY PROVISIONS

- **No categorical or pro se disabilities.** The final regulations reject the proposed approach of listing impairments that would consistently be deemed disabilities. Nevertheless, the regulations create a strong presumption that certain impairments are “disabilities,” including, but not limited to: deafness, blindness, intellectual disabilities, autism, partially or completely missing limbs, mobility impairments requiring the use of a wheelchair, cancer, diabetes, multiple sclerosis, muscular dystrophy, cerebral palsy, epilepsy, and a variety of mental disorders.
- **Substantial limitation.** Under the ADA, a disability includes an impairment that “substantially limits” a “major life activity.” The regulations provide helpful guidance for determining whether an individual is substantially limited in a major life activity. The regulations also direct employers to focus on the extent to which an impairment limits a major life activity and not on what an impaired individual can achieve despite his or her impairment. With the exception of ordinary eyeglasses or contact lenses, the determination of whether an impairment substantially limits a major life activity should be made without regard to the ameliorative effects of mitigating measures, such as medication or hearing aids.
- **Transitory and minor impairments.** Under the ADA, an employer may be liable if an employee is “regarded as” disabled. The amendments dramatically expanded the circumstances in which an employee may be “regarded as” disabled, so that the only type of impairment that cannot form the basis for a “regarded as” claim is one that is “transitory and minor.” The final regulations provide the following guidelines concerning “transitory and minor” impairments:
  - ◇ The transitory and minor standard is a defense that must be proved by the employer;
  - ◇ The defense applies only if the impairment actually was transitory and minor, regardless of whether the employer believed it was transitory and minor;
  - ◇ A condition is considered transitory if it lasts or is expected to last less than six months, but, a person may be considered actually disabled even if the impairment lasts less than six months; and
  - ◇ Whether an impairment is minor is an objective inquiry.

The full text of the final regulations, as well as explanatory materials, is available online, at [http://www.eeoc.gov/laws/statutes/adaaa\\_info.cfm](http://www.eeoc.gov/laws/statutes/adaaa_info.cfm).

**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](mailto:jshultz@hslegalfirm.com).



### Member Changes

#### Angela Caldwell

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1631 Pine Lake Road  
Suite 6  
Lincoln, NE 68512  
402.501.8160  
angela.caldwell@na.manpower.com

Contact Kathy Harper at  
lhrma0048@yahoo.com with any change  
in position, company or address.

### NEW MEMBERS

#### Kimberly Bowers

HBE Becker Meyer Love, LLP  
kbowers@hbecpa.com

#### Vanessa Brown

Valmont  
vbrown@valmont.com

#### Bradley Fuchs

Developmental Services of Nebraska  
bfuchs@dsnonline.org

#### Kendra Knauss

Advance Services, Inc.  
kendra.knauss@advanceservices.com

#### Kelsey Rathman

Collaborative Industries  
krathman@cii.us.com

#### Darci Spence

Greenbrier Rail Services  
darci.spence@gbrx.com

#### Marci Sturek

Nebraska Heart Hospital  
msturek@neheart.com

#### Tana Wagener

West Gate Bank  
twagener@westgatebank.com



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## Salary Survey Volunteer Leader Announcement

The LHRMA organization would like to thank Nancy Conway for her many years of service as the contact person for our annual Salary Survey. Her work in this role has been very much appreciated. Nancy will be moving to a new job as a Field Service Representative for our Region of SHRM and will be unable to continue helping us with the salary surveys. Hopefully we will see Nancy often in her new position.

I am also pleased to announce that we have a new volunteer who will be taking on the role of Salary Survey coordinator, Lou Ann Manske. Lou Ann is a long-time LHRMA and SHRM member. She is the Director of Human Resources at Madonna Rehabilitation Hospital and works with compensation and salary surveys on a frequent basis. Lou Ann will be an excellent addition to the salary survey process for LHRMA.

— Mark Pankoke, LHRMA President

## EAP Corner

### Feedback and Mother Nature

*By Patricia Cavanah, Consultant*

*Best Care Employee Assistance Program*

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Ah, the month of May. It brings us the beautiful varieties of colorful spring flowers and shrubs and of course their accompanying fragrant aromas. Although we had to endure the spring rains, we knew the moisture would provide nourishment the flowers needed in order for them to grow and bloom to their full potential.

Humans, as well, need nourishment to grow and reach their full potential. One very important way we receive nourishment is through the feedback from others. Feedback provides us information that will help us become better, and who doesn't want that? After all, there are few of us who can't improve upon our skills, behaviors or relationships.

Like the April showers that brought us May flowers, feedback can come in many forms and not all of it is positive or constructive. Let's compare some of Mother Nature's feedback to the feedback you may have witnessed or experienced.

#### **Thunder Storm**

Have you ever been given feedback by someone who is loud, and threatening similar to the lightning crashes and rumblings of a thunder storm? Some people have made the mistake of giving feedback as a reaction to something that upset them. Although the message they intended to deliver may have had some merit, the benefit was lost because of their angry delivery. If something upsets you so much that you can't control your emotions, you are not in the right frame of mind to give constructive feedback. In order for your feedback to be effective and have someone benefit from it, be aware of your emotions. Before you deliver feedback that is reactionary, stop and think if you are in the right frame of mind to give feedback that is truly constructive.

#### **Hail Storm**

A hail storm, as we all know, can be quite destructive. Feedback, if poorly communicated can be destructive as well. We're all familiar with the saying "sticks and stones can break my bones, but words can never hurt me," and yet, we all know words can cripple and destroy individuals and relationships. To avoid this, plan what you want to say and choose words and phrases that can't be misinterpreted. Human beings are much more receptive to feedback if we don't feel threatened or intimidated. Stay away from derogatory or emotionally charged words that can imply blame or cause shame. To prevent sending mixed messages, be sure to monitor your body language, tone of voice and mannerisms since roughly 75% of our communication is visual.

#### **Drizzle**

Similar to Mother Nature when she teases us with only drizzle instead of a rain shower, some of us fail to provide sufficient feedback to others. If we want someone to improve, we need to make sure that they understand our feedback. Say what you mean and mean what you say. Deliver the message in a way that they clearly understand what you want them to do. Be specific in describing a suggested option for the behavior you would like them to change. Provide examples and be instructional with feedback that demonstrates how they can improve. Ask them questions to clarify their understanding of your feedback.

#### **Down Pour**

When flowers and plants are wilting due to a dry spell in the weather, we often wish for any type of moisture. However, when that wish turns into a down pour, we don't receive much benefit since most of it just runs off and never penetrates the soil. Likewise, don't expect one drenching of feedback to get the results you are seeking. Feedback should not be fast and fleeting like a down pour. Deliver your feedback at a time when it will be the most effective. Take your time in providing feedback and make it strategic and continu-

*(Continued on page 7)*

ous to ensure your desired results.

### **Steady Easy Rain**

When delivered in a constructive and positive manner, we all can benefit from feedback just as plants and flowers benefit from a steady, easy rain shower. To achieve the best results, we need to be empathetic and demonstrate that we have the person's best interests in mind by wanting to help them improve. Reflect on the message you want to convey and use effective communication skills to deliver your feedback. Improvement is a process and it may take some time before the person achieves the results you are seeking. Always follow up with them and be sure to acknowledge any degree of improvement that has been made.

Take some lessons from Mother Nature and practice making your feedback positive and constructive so that others will blossom to their full potential! Your EAP is available with support and encouragement to help people with issues that may be preventing them from improving aspects of their personal or professional lives. Remind your employees that EAP counselors are skilled professionals and that their services are confidential. Encourage them to use this valuable benefit.

## **Wellness**

### **Are Your Benefits Appreciated?**

*By Michelle Welch, RD/LMNT, Corporate Wellness Developer & Dietician  
Madonna Fit for Work*

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You work hard. Between setting up insurance coverage, building a competitive benefits program and meeting government regulations, your plate is full. What do I hear in the 40 plus companies in which we provide wellness services? The benefit that employees give the most positive feedback to their HR departments about is onsite wellness events. Why?

Ultimately, most staff members feel a need to be connected to others, now more than ever. As the world has shifted to less personal versions of communication with texting, email and Facebook, the need to feel cared about is strong. Wellness events, especially those that are built to give tips that apply to daily life and that are fun spirited - help to positively impact morale and can help decrease absenteeism and turn over in staff.

Think about it. Often benefits are in place for those catastrophic events in life, medical emergency, disability, workers compensation, or future events such as retirement. Most staff don't see the impact of their benefits in their daily lives. Wellness impacts them now, where they are living and their day to day choices.

For those of you that spend most of your day dealing with the less positive parts of business from terminations to rules and regulations, supporting wellness events and being a part of these functions can help to increase your rapport with staff members under much more pleasant circumstances. Most companies consider wellness services as part of their benefits program, as it relates to insurance and utilization.

If your company has not been in the habit of having a registered dietitian and/or other wellness personnel directly involved in your onsite wellness programming, I encourage you to explore this as an option. Combining forces with a wellness expert will help to make these fun and effective events much less work. It will help to keep the time involvement of your already over-stretched office in check.

Give yourself the chance to be a part of the fun within your workplace and start to explore what an onsite wellness program can do for your business. Who knows? You just might have some fun and become healthier in the process.

## Nancy Conway has joined the SHRM Staff!

I'm pleased to announce that Nancy Conway, SPHR, has joined the SHRM staff, effective Monday, April 25 as the new Field Services Director for the North Central Region. Nancy will cover the NC states of Iowa, Minnesota, Nebraska, North Dakota, South Dakota and Wisconsin as well as region wide initiatives with the North Central team.

Nancy has worked in the HR profession for over 27 years with industry experience in retail, call centers, banking, and health care. She served in a variety of volunteer roles including Chapter President of the Lincoln Human Resource Association (LHRMA) in Lincoln, NE. Nancy was named Nebraska HR Professional of the Year in 1999. She has served on the SHRM Nebraska State Council for over 11 years and most recently held the position of NE Membership Director.



Nancy received her master's degree in Human Relations from the University of Oklahoma and her bachelor's degree in Business Administration from the University of Nebraska, Lincoln and . She has achieved the SPHR designation from the HR Certification Institute. Nancy and her husband, Kevin, reside in Lincoln. Her son, Matthew, will attend graduate school at Harvard and her daughter Mandi is pursuing her bachelor's degree at the University of Nebraska, Lincoln. She keeps busy with extended family and enjoys traveling and meeting new people.

Nancy's primary responsibilities as the North Central Field Services Director will be to support the volunteer structure and manage relationships with our Chapters and State Councils, assisting them with strategic and succession planning methods. She will also inform and support SHRM's membership recruitment, engagement and retention efforts and be a resource to our at-large members. Nancy will be attending State Council meetings and State Conferences in the specified states and is available as a speaker as her schedule permits.

The Field Services Directors that have been covering these states on an interim basis will ensure a smooth transition. Thanks to Dorothy Knapp, Phyllis Shurn-Hannah, Sherry Johnson, Shelly Trent, Karen Verrico and Dianna Gould for their help in covering the region for the last 4 months.

Nancy can be reached at [nancy.conway@shrm.org](mailto:nancy.conway@shrm.org). Her SHRM telephone number is 703-535-6455.

Please join me in welcoming Nancy to her new role!

Martha Ramirez, SPHR  
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 Field Services Director  
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Contact: Mark Pankoke, President



For Immediate Release

## Lincoln Human Resource Management Association Receives Distinguished Award

The Society for Human Resource Management has awarded the Lincoln Human Resources Management Association (LHRMA), the EXCEL Silver Award for 2010.

The SHRM Affiliate Program for Excellence (SHAPE) has been designed to ensure a strong connection between SHRM and affiliated chapters from a business perspective. In addition to clearly outlining requirements to measure chapter alignment and engagement with SHRM's overall objectives, SHAPE's focus is on activities and initiatives which are strategic in nature. This program allows each affiliated chapter to increase its viability and effectiveness, as well as promote the HR profession at the local level. Additionally, this program enhances the business acumen of the local volunteer leaders.

The Society for Human Resource Management (SHRM) is the world's largest association devoted to human resource management. The Society serves the needs of HR professionals and advances the interests of the HR profession. Founded in 1948, SHRM has more than 250,000 members in over 140 countries, and more than 575 affiliated chapters.

"This recognition is a distinct indication of the chapter's successful partnership with SHRM to serve the networking and professional development needs of human resource professionals and to the advancement of the human resources profession" noted Pamela J. Green, SPHR, Chief U.S. Membership Officer for SHRM.

LHRMA receives a Certificate of Recognition, a specialized banner to display at its meetings and events, and is being recognized in SHRM's publications and at its conferences.

LHRMA has over 300 members and represents organizations both large and small. Monthly meetings are held to help HR professionals stay on top of their profession and be an ever more important part of their organization's team. For more details see our website, [www.lincolnhr.org](http://www.lincolnhr.org).

### Jobs, Jobs and More Jobs!

**Do you have one to advertise or are you looking for one?  
CHECK OUT OUR WEBSITE—<http://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 [Ihrma0048@yahoo.com](mailto:Ihrma0048@yahoo.com) or 402.483.4581, x. 339.

If you are looking for a human resource position, then you can check our website at [www.lincolnhr.org](http://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—you can't beat the price!





**Lincoln Human Resource Management Association**  
 PO Box 81066  
 Lincoln, NE 68501-1066

[www.lincolnhnr.org](http://www.lincolnhnr.org)

SHRM local chapter #0048



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