

Inside This Newsletter

- 1-2 July Program
- 3 President's Message
- 4 Meet Katy Boggs
- 5-6 Legal Update
- 7 Wellness News
- 8 How to Build a Culture of Respect in Your Workplace
- 9 Community Outreach Spotlight
- 10 Board of Directors



LHRMA
Lincoln Human Resource Management Association

AFFILIATE OF
SHRM[®]
SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

A New Approach to Employee Engagement and Recognition... Why the Old Ways Don't Work

July Program Features Colby Coash, Ampt Recognition

Motivating staff isn't as hard as you think. When you understand what motivates staff, you can take steps to get them performing at a higher level. By focusing on what really motivates people, supervisors can refocus their efforts on what really matters. Whether it's a team or an individual, Colby Coash will give you the tools to diagnose engagement problems and take steps to re-engage staff at a higher

level at July's program on Tuesday, July 11.

Coash speaks nationally in the areas of employee engagement, performance coaching, communication, and leadership. He works with teams and individuals to achieve greater results in organizational engagement and commitment.





PRESENTER
Colby Coash

July Program Details

WHEN

Tuesday, July 11

11-11:30 a.m. Registration

11:30 a.m. – 12 p.m. Business Meeting

12-1 p.m. Presentation

WHERE

Cornhusker Bank, 8310 O Street

Parking and entrance is located on north side of the building

COST

LHRMA Members: \$15 | Non-Members: \$25

REGISTRATION DEADLINE

Register/cancel your registration by 12 p.m., Friday, July 7. There is an additional \$10 fee for late registrations and no-shows. On-time registrations enable easier event planning.

He has spent twenty years developing leaders. He knows firsthand the challenges faced in today's ever-changing business environment. We must do more than expect great performance, we must get our employees AMPED.

Coash will change your perspective on you see you the role of a leader. As a small town Nebraska kid, he learned the value of hard work and the power of relationships. He lives a storied life of a politician, teacher, husband, father, and actor. He served as the Nebraska State Senator for District 27 from 2009 to 2017. He found power in advocating for the

powerless and giving voice to the front line worker. His work has taken him from group homes to the Capitol. His training as an actor allows him to use storytelling as a medium for sharing his passion for purpose and taking a simple approach to leadership.

Coash holds a master's degree in leadership education and earned his bachelor's degree from the University of Nebraska-Lincoln. He is an adjunct faculty member at the Bryan College of Health Sciences.

Register for the July Program to be held on Tuesday, July 11 today at: www.lincolnhhr.org

DRAWING WINNER

Congratulations to

Britney Bandars, SHRM-CP

of INSPRO Insurance.

Britney will receive free registration for the July program.





President's Message



Joel Scherling,
LHRMA
President



The 2017 SHRM Annual Conference and Exposition is “in the books.” As usual, the conference did not disappoint, with over 200 concurrent sessions from which to choose. One of the sessions I found most enlightening was “Detecting Lies and Deception: Practical Skills for HR Professionals,” presented by Michael W. Johnson, J.D. of the Clear Law Institute. Here are some of the things I learned.

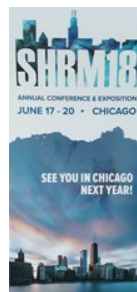
- The average person correctly identifies if a person is lying or telling the truth only 55% of the time – just slightly better than guessing.
- We look for the wrong physical signs of lying, such as avoiding eye contact, fidgeting and increased blinking.
- Three factors affect how people may behave when lying: (1) emotion (I didn't do it!), (2) cognitive effort (it takes an effort to concoct a story and stay consistent; and (3) attempted impression management (appear to be truthful).

To improve investigatory interview outcomes:

- Focus on *listening* instead of *looking*.
- Employ a conversational style instead of an aggressive, confrontational approach.
- Instead of using 100% of pre-scripted questions, which may signal what you know and what you

don't, use free narrative (e.g., Tell me everything you can about what happened and give me as much detail as possible).

- Ask unexpected questions to spot inconsistencies related to time and space (e.g., Where were you sitting? What do you recall about your surroundings?).
- Save challenges about veracity of the story until the end of the interview in order to encourage dialogue. Confront the individual over several sessions to present new information so the individual doesn't have the ability to concoct a cover story to explain it all away.



Next year's SHRM annual conference will be in Chicago. I recognize it can be a challenge to attend the national conference. The time away from the office, the cost, and sometimes the lack of supervisor support can be impediments. However, you have a good alternative in the upcoming SHRM Nebraska State Conference. It will be held August 24-25 at the La Vista Conference Center. Early bird registration is available through July 11 at the SHRM Nebraska State Council website: <http://shrm-ne.org>. I hope to see you there.





**SHRM
Certification
Study Group
Scholarship
Deadline July 14**

LHRMA is offering two \$600 Scholarships to the Fall SHRM Certification Study Group!

The purpose of the LHRMA Certification Scholarship is to provide financial assistance to members of LHRMA who are interested in enrolling in the Fall 2017 LHRMA SHRM Certification Study Group and ARE NOT reimbursed from their employer or other sources.

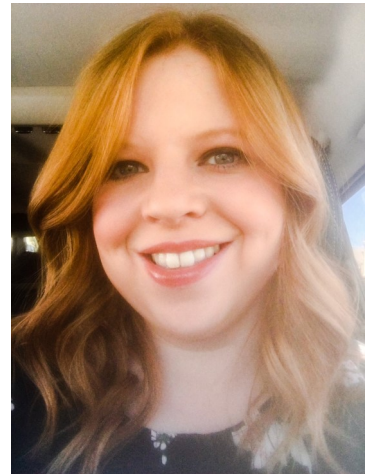
Visit www.lhrma.org to learn more and to download the application.

Meet Your New Chapter Management Professional

Katy Boggs began June 1

Greetings LHRMA Members –

Hello, my name is Katy Boggs and it is my pleasure to join LHRMA as your new chapter management professional! I look forward to meeting you all in person over the next couple of months, but it is always nice to know a little about each other, so I will start –



I began my career in the association management industry in 2006, first serving as the director of communications for a state-wide engineering trade association. I, then, ventured into more legislative and event/conference planning roles and produced a week-long expo and education conference for a turf, landscape and nursery trade association. I have a passion for working with members to ensure they are enjoying their participation within the organization and they have the resources to advance not only their career but also their profession as a whole. I currently serve as the executive director for three state-wide trade associations (two in the golf industry and one in the licensed professional engineer industry), which are under my association management company umbrella, Boggs Management Co.

My other passion is my family. I have been married to my husband, Michael, for seven years, and we are the proud parents to a very energetic 17 month old little boy! We have two fur-kids, both rescued dachshunds. I am a Nebraska native, born in Hastings and raised in Lincoln. I truly love the Lincoln community! I am a lover of Starbucks and Target, interior design, and exploring new places. I would love to revisit Seattle! My favorite local restaurant is The Oven.

Chat with you soon–

Katy Boggs

Legal Update

The Essentials of Employee Documentation

By Jack L. Shultz and Kramer L. Lyons

O'NEILL, HEINRICH, DAMKROGER, BERGMEYER & SHULTZ, P.C., L.L.O.

Many lawsuits in the labor and employment area involve the alleged discrimination or wrongful termination of an employee. Sound record keeping may provide employers a defense to many of these allegations. This article provides some basic essentials for documenting workplace performance and disciplinary issues.

Do it!

If an action of an employee may lead to future discipline or termination, document it. Most lawsuits arise out of terminations where the employee claims he or she was fired for unlawful or discriminatory reasons, while the employer claims the employee was fired because of a performance or disciplinary problem. The employer should have documentation to prove its position and support its testimony.

Juries Demand Documentation

Jury surveys consistently confirm two facts: (1) juries distrust employers, and (2) juries expect employers to document performance and discipline problems. The failure to document problems may lead juries to infer negligence or liability on the part of the employer.

Know Your Audience

The first person you should consider when documenting an incident is the subject employee. The documentation should educate the employee as to the nature and seriousness of the issue as well as lay out the employer's expectations and the likely consequences going forward. The

documentation should also be prepared with third parties in mind, such as the employee's attorney. The employee's attorney may be less likely to pursue the matter in the face of persuasive documentation or may be more willing to settle on more favorable terms. Other third parties, such as anti-discrimination agencies, judges and juries may be more likely to believe the employer if the employer contemporaneously documented the employee's shortcomings.

Follow the Rules

Before taking any action against an employee, including discharge, the employer should review its handbooks, policies, offer letters and contracts to see if they place any restrictions on the employee's right to discipline or discharge. The employer should also review how it has handled similar problems in the past and make sure its decision is consistent with the past practice. An employer who fails to act consistently may unwittingly treat a member of a protected class differently. Employers should also be careful not to discipline for legally protected behavior, such as absenteeism which may be protected by the Family Medical Leave Act, the Americans with Disabilities Act, or the employee's "bad attitude" or complaints about work which may implicate concerted protected activity under the National Labor Relations Act.

Tell the Story

The most important element of disciplinary documentation is factually

NEW MEMBERS

LHRMA welcomes the following new members:

Jenna Brester

Payroll and Benefits Specialist
Nelnet
jenna.brester@gmail.com

Martha Pennington

IT Support-Work Study
Veterans Benefits Administration
marthapennington76@gmail.com

Julie Signh

Sr. HR Facilitator
University of Nebraska-Lincoln
jsingh10@unl.edu

Amy Meyer

Quality Assurance Administrator
Christian Heritage
Children's Home
amy.meyer@chne.org

Welcome! You've joined an outstanding organization. We look forward to seeing you at upcoming events.

Continued from page 4

The Essentials of Employee Documentation

describing what happened and why it matters. Before documenting an issue, it is imperative that the employer know the facts. If the facts are not known firsthand to the person preparing the documentation, such person should interview witnesses who do. The documentation needs to explain who, what, where, when and why. It is also important to provide any background context that may be necessary for an outsider to get a full picture, such as past discipline or other similar situations involving the same employee(s). The documentation should avoid conclusions so to allow the reader to judge whether or not the issue is in violation of a rule as well as the level of seriousness of the incident.

Explain the Consequences

Ordinarily, an employer should preserve its flexibility to terminate. For example, a statement such as "Further discipline or performance issues will result in further disciplinary action, up to and including termination" is more flexible than "Further discipline issues will result in termination."

Likewise the statement "You must make immediate and sustained improvement, failure to do so, or any further performance or disciplinary issues, will result in further disciplinary action, up to and including termination" is much better than "You are placed on 30 days probation" or "If you falsify your time again, you will be terminated." The employer should state the current consequence while providing flexibility to discipline for future incidents.

Include Appropriate Logistical Details

The documentation needs to show who wrote it and when it was recorded. Documentation that does not contain these two pieces of information may prove difficult to use in court. The documentation also needs to include the first and last names of the employees, managers or anyone else involved in the issue, as well as whether or not the documentation was shown to the employee. Finally, the documentation should be legible, as words or phrases which are not legible may require additional time and resources if the documentation is ever needed in a lawsuit.

Documentation is an important part of addressing employee performance in your business. If an employee's action may lead to future discipline, employers should be

documenting that. Failure to do so may result in litigation, or may unnecessarily prolong the employment of a problem employee. When the decision to document is made, following the above steps should produce more complete and usable documentation.

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 authors 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 authors of this article, Jack L. Shultz and Kramer L. Lyons can be contacted at 402-434-3000, or at O'Neill, Heinrich, Damkroger, Bergmeyer & Shultz, P.C., L.L.O., P.O. Box 82028, Lincoln, NE 68501-2028, jshultz@ohdbslaw.com and klyons@ohdbslaw.com.

AMAZING HR RACE

SHRM Nebraska State Conference

Aug. 24-25, 2017 La Vista

TOP-NOTCH SPEAKERS AND CONTENT!

DeDe Mercer Motte	Leadership and Influence
Joel Zeff	Watch What Happens When Work Becomes Play
Kelli Lieurance	Developments in Employee Misclassification
Josh Erickson	Managing the Engagement Cycle
Bonnie Balistreri	Up Your Professional Image in the Workplace
Craig Zablocki	The Intelligence of Fun and Big Picture Imagination
AND MORE . . .	

Mark your calendar TODAY so you don't miss the excitement!



Wellness News

Silence is Golden

By
Cassie Bash
WorkWell



The Global Wellness Summit identified 8 wellness trends for 2017. Silence came in at #3 for many good reasons. Two hours of silence a day was associated with significant cell development in the hippocampus, per a 2013 Duke University study. The brain's hippocampus is responsible for memory formation. According to a report released in April 2011 by the World Health Organization, numerous studies showed children exposed to "noise pollution" such as being near airplane flight paths, railways, or highways have delayed cognitive and language development and lower reading scores.

So what does this mean for us? Do you even know the last time you sat in complete silence? No TV, no cars whizzing by, no tapping on a laptop or phone, and no coworker chewing their lunch in the cubicle next to you. -Silence can relieve stress and rejuvenate us. Although our brains may wander while we sit in silence, there are processes going on amidst your neural pathways. The cell development that occurs in your hippocampus when experiencing prolonged silence may be a new frontier into Alzheimer's and depression as these disorders are associated with decreased hippocampus regeneration.

Now what does this mean for our employees and workplaces? We cannot reward employees for silence like we do exercise, can we? Places such as monasteries and silent spas are picking up on this need for quiet. Monasteries have been places of prayer and quiet

contemplation since their beginnings, but a monastery, Eremito in Umbria, Italy has opened their doors and more than 7,000 acres of nature to the public. You do not have to go all the way to Italy to find silence though. Perhaps there could be a designated quiet room at the office or a quiet walking path that employees utilize on breaks.

As our world continues to grow louder with more technology at hand, maybe we will grow more aware of the need to disconnect and be in silence. As more research is performed to address the effects of silence in our lives, we will have a more complete picture of how important it is. Until then, as wellness leaders, maybe you want to try out this wellness trend for yourself. It may be more difficult than you think as you may feel out of place without a phone at your fingertips. But give it a chance and see how doing nothing at all our taking a quiet walk in nature may be what you needed all along.

Sources

- http://www.globalwellnesssummit.com/wp-content/uploads/Industry-Research/8WellnessTrends_2017.pdf
- <http://www.apa.org/monitor/2011/07-08/silence.aspx>
- http://www.huffingtonpost.com/entry/silence-brain-benefits_us_56d83967e4b0000de4037004

How to Build a Culture of Respect in Your Workplace

By **Greg Brannan**

Deer Oaks EAP Services

Barriers to a positive workplace culture

Employee attitudes that are negative or critical about the organization or its leaders are a common barrier to a positive and respectful workplace culture. These attitudes can form over time as employees experience difficult circumstances, and/or perceive that they're not receiving adequate support from the management team. Negative attitudes can become worse when they're not addressed, and result in morale problems and reductions in productivity.

High levels of chronic stress resulting from too much change, an intense pace of work, deadline pressure, etc. can also lead to problems with employee motivation.

In addition, a poor flow of communication between supervisors and staff members can contribute to a workplace culture that isn't positive or engaging.

Steps to take towards a more respectful workplace culture

Because of the authority that comes with the position, supervisors and managers typically have the greatest opportunity to make a positive impact on the culture of their respective department or team.

Along those lines, one of the best approaches to establishing a more

respectful and positive workplace culture is to focus on enhancing the quality of the daily interactions between supervisors and their employees. Provide training for your supervisors on relationship skills so that their interactions with their employees are less directive, and more collaborative and supportive. Employees who are treated respectfully by their superiors will be more motivated and productive.

Also, remind your supervisors that proactively communicating with their staff is a key to having a motivated and engaged work team. Kevin Kruse, the author of *Employee Engagement 2.0*, suggests that every supervisor should create a system of consistent two-way communication with the staff that includes having regular team meetings and a 15-30 minute one-on-one conversation with each employee on a weekly basis.

In addition, provide relationship and communication skills training for all staff members. In today's hectic world, employees typically have a lot of rushed ineffective conversations with each other which can lead to miscommunication and disagreements. When employees treat each other more respectfully, they are happier at work and morale improves.

Jobs, Jobs and More Jobs!

If you are an employer with an employee that is a current LHRMA member, then you can post your HR-related job opening on our website for **FREE!** Just email Katy Boggs at lhrma0048@yahoo.com.

If you are looking for a human resource position, then check it out!

Go to: <http://lincolnhhr.org/blog/hr-job-openings/>

This is also an excellent resource for students who are seeking an HR position or for companies to advertise if they have summer internships available.

Take advantage of this great resource—you can't beat the price!

Community Outreach Spotlight

Excel with a Mentor

By
LHRMA Community Outreach Committee



A partnership with Human Resources of the Midlands (HRAM) and Offutt Airman & Family Readiness Center

The Excel with a Mentor (EWAM) Program is a program developed by HRAM in partnership between Offutt Airman & Family Readiness Center and HRAM.

The mission of the program is to facilitate the successful transition of active duty service members into the civilian workforce with the guidance and expertise of a team of industry professionals.

Currently, HRAM works with EWAM and is looking to expand their network of mentors in the Lincoln area. LHRMA members can assist by becoming a volunteer mentor or helping with connections to recruit mentors through hosting a EWAM Social or becoming a vendor partner. They are specifically looking for experienced leaders – managers, CEO's, VP's, directors. Those individuals with an established network and experience to guide the individuals leaving the military and moving into the civilian workforce.

EWAM is looking for three types of Mentors to assist their Mentees in the transition into the civilian work sector. The specific areas they are looking for are within the WIN teams.

Workforce Readiness (HR Mentor) – Develop and enhance the Mentee's interviewing skills. The HR Mentor will assist in fine tuning the resume, interview preparation, job search strategies and explanations of civilian compensation and benefits.

Industry Mentor – Review and expose the Mentee to industry specific job roles, responsibilities and potential employment opportunities. The Industry Mentor will provide education on industry specific news, forums, professional associations and supplementary development opportunities.

Networking Mentor – Aid in the development of a strategy for cultivating business relationships. The Networking Mentor will educate Mentees on proven techniques for establishing relationships with other industry professionals.



For more information please visit <http://www.hram.org/get-involved/excel-mentor/> and if you have specific questions, please email excelwithamentor@hram.org.

Community Outreach Committee:

Shannon Rowen (chair), Maggie McPherson, Lynn Friesen, Dana Buss, and Angela Caldwell



Lincoln Human Resource Management Association

PO Box 81066
Lincoln, NE 68501-1066

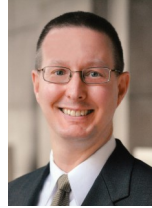
www.lincolnhhr.org

SHRM Local Chapter
#0048

Get Connected with
LHRMA on Social Media



Board of Directors



PRESIDENT

Joel Scherling, SHRM-CP, PHR
HR Administrator
NE Dept. of Education
402.471.4736
president@lincolnhhr.org



PAST PRESIDENT

Melissa Price, SHRM-CP, PHR
Director of Human Resources
PenLink
402.472.8857
pastpresident@lincolnhhr.org



**PRESIDENT ELECT/
GOV'T RELATIONS**

Lindsay Selig, SHRM-SCP, SPHR
HR Officer
First State Bank
govt.relations@lincolnhhr.org



PROGRAMS

Judy Sinner
Fiscal & HR Director
Disability Rights Nebraska
402.474.3183
programs@lincolnhhr.org



PROGRAMS

Michele Spadt, SHRM-CP, PHR
Chief HR Officer
Lincoln Surgical Hospital
402.484.9016
programs@lincolnhhr.org



MEMBERSHIP

Jamie Mohrman, PHR
HR Generalist
Kidwell
402.817.3494
membership@lincolnhhr.org



MARKETING/SOCIAL MEDIA

Kelly White, SPHR
Asst. Director of Employee
Relations/Sr. HR Facilitator
University of Nebraska—Lincoln
marketing.sm@lincolnhhr.org



CERTIFICATION

Amy Spellman, SHRM-CP, PHR
HR Assistant Director
NE Dept. of Education
402.471.5027
certification@lincolnhhr.org



COMMUNITY OUTREACH

Shannon Rowen, SHRM-SCP
Asst. Professor of Practice
University of Nebraska—Lincoln
402.472.3097
communityoutreach@lincolnhhr.org



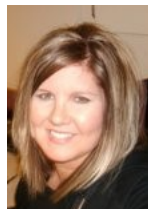
SECRETARY

Kellie Graham, SPHR, SHRM-SCP
Director of Human Resources
Complete Children's Health
402.327.6002
secretary@lincolnhhr.org



COLLEGE RELATIONS

Jenessa Keiser, SHRM-CP, PHR
Director of Human Resources
Lincoln Surgical Hospital
402.484.0823
college.relations@lincolnhhr.org



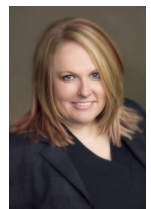
WORKFORCE READINESS

Kim Michael, SHRM-CP, PHR
Director of Operations & HR
Region V Systems
402.441.4350
workforce.readiness@lincolnhhr.org



TREASURER

Laurie Gyhra, SHRM-CP, PHR
HR Representative
State Farm Insurance
402.327-5341
treasurer@lincolnhhr.org



SHRM FOUNDATION

Jessica Reay, PHR, SHRM-CP
Senior HR Generalist
Crete Carrier Corp.
402.479.7074
shrmfoundation@lincolnhhr.org