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LHRMA
Lincoln Human Resource Management Association

AFFILIATE OF
SHRM[®]
SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

November Program & Workshop

Program on November 13 — Reality-Based Accountability — Hardwiring Accountability Into Your Workplace and Coaching for Great Performance

Join us for our November Program and Workshop on Tuesday, November 13 at the Quilt Museum.

Ana Dorr, M.S., Director of Hispanic Programs with Reality-Based Leadership will be presenting from 12:00—3:00 p.m.

About the Presentation

Everyone is talking about accountability but few organizations are actually successful in ensuring that personal accountability is hardwired in-

to their talent and everyday business operations. Accountability has been illusive for many organizations, as they have not yet come to understand how to calculate the true value of an employee, how to drive it through great leadership, and how to measure the results.

The true value of an employee is no longer determined just by their technical skills, expertise or current performance. The value proposition in our organizations today is far more complex in our new realities and must



take into account one's accountability level, one's willingness to change and to align with the organization. Total value is determined by one's current performance PLUS their future relevance MINUS their emotional expensiveness to the institution! In this session, participants will learn key strategies for getting the most out of this new value equation.

In order to ensure that all talent will remain relevant and accountable far into the future and that plenty of bench strength exists in the organization, leaders must renew their focus on the coaching and development of their people. True development is the result of an individual being called to greatness, given challenging experiences and provided with coaching, support and feedback throughout.

In this session, participants will learn the key elements of development and coaching along with many strategies for fast-tracking the development of future leaders. Join the Reality-Based Revolution as we break down the core competency of personal accountability and give you no nonsense, workable strategies to hire for, coach for, and develop for

accountability in your workforce!

Session Objectives:

- Attendees will learn tools and detailed processes to “hardwire” accountability throughout the organization including interviewing and hiring techniques, a variety of performance management techniques, one on one sessions and hosting tough conversations.
- Attendees will understand simple coaching frameworks to build teams that are engaged and accountable, not plagued with entitlement, including a simple model for feedback to gain commitment for “what's next”
- Attendees will be equipped with a robust, Hardwiring Accountability Toolkit that provides detailed discussion and reflection guides to:
 - Cultivate employees' intrinsic motivation to perform in spite of setbacks and barriers
 - Quickly turn failures into lessons learned and are open to feedback and development experiences without ego or defense.
 - Demonstrate the four elements of the competency of accountability to become fluent in the employee value metric that enables readiness for what's next

November Lunch, Program and Workshop Details

WHEN AND WHERE

Tuesday, November 13, Lunch, program and workshop 11:30—3:00 p.m. at the Quilt Museum, Quilt Study Center, 1523 N. 33rd, Lincoln, Nebraska

LUNCH PROGRAM REGISTRATION FEES:

LHRMA members – \$15 All Other Attendees – \$25

Workshop Registration Fee: All Attendees – \$35

College Student Chapter Members—FREE (Luncheon attendance is free for SHRM designated student chapter members. Current SHRM designated chapters include: University of Nebraska-Lincoln. Students must register through Jenessa Keiser, College Relations Chair, college.relations@lincolnhhr.org for free meeting attendance.)

REGISTRATION DEADLINE

Register by Friday, November 9th at noon.

ABOUT THE PRESENTER

ANA DORR, M.S.

Job Title: Director of Hispanic Programs

Company: Reality-Based Leadership



Ana Dorr is a vibrant speaker who brings a fresh, international perspective to Cy Wakeman's Reality-Based philosophy. As the very first Spanish – English certified Reality-Based Facilitator, Ana has created a new opportunity to bring the Reality-Based message to both English and Spanish speaking leaders. She holds a Masters degree in International Business and a Bachelor's Degree in International Business and Finance.

It may be shocking to hear, but Ana's leadership journey began at the tender age of 9 years old. First-born to a farming family in the agricultural capital of Europe, Almeria, Spain, Ana was thrown into leading teams by her father under the brutal conditions of the greenhouses her family owned.

Little did she know, it was the uneven tides of leadership she experienced in Europe's 'sea of plastic' that would set the foundation towards the type of leader Ana would become – one that focused on results by consistently helping her teams succeed in spite of the facts.

A struggling Spanish economy and a master's degree opportunity led Ana to England, eventually working in a finance credit team for a large retail company. Interested in developing her skillset, she attended a leadership conference in which Cy Wakeman spoke of leading teams through a new leadership lens – one that, unlike conventional leadership practices, actually produce results by focusing on personal accountability to restore peace and sanity to the workplace. Cy's message had a profound impact on Ana in her second language – and immediately she knew that people needed to hear this in her first – Spanish!

What once started as a small conversation following that conference in England has now manifested itself into Reality-Based Leadership's revolutionary new program for the Spanish-speaking world. Ana immediately jumped at the challenge to translate much of Cy Wakeman's content from English to Spanish, opening up the doors for a whole new set of leaders to hear the Reality-Based message!

Today, she is a full-time member of Cy Wakeman's team and a certified facilitator handpicked to deliver the Reality-Based message in both Spanish and English. Her unique background and international experience combine with her infectious energy to create a dynamic learning opportunity that inspires. The results seen from her facilitation of Cy's programs are undeniable and audiences consistently rank her programs as one of the best they've ever seen.

WELCOME NEW MEMBERS

LHRMA welcomes the following new members:

Dan Brown
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Family Services Lincoln
dbrown@familyserviceslincoln.org

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Director of Human Resources
UNICO Group
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Gabby Molina
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Natalie Nedved
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NE Department of Veteran Affairs
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President's Message

By Lindsay Selig, LHRMA President



To many people, November represents a month to be thankful. Thankful for all the good things that life offers.

For members of the LHRMA community, November represents a time to thank individuals who have previously served a presidents and leaders of our organization. They are the individuals who have graciously given their time and have led our organization to where we are today – a growing, ever changing, strong SHRM centered chapter.

Did you know that you can see presidents dating all the way back to 1953 on the LHRMA website?

LHRMA started in 1953 as the Lincoln Personnel Management Association (LPMA). In 1962, the Lincoln Personnel Management Association was led by Joe Hartley and Don Fahleson. At that time the organization decided to affiliate with the national organization - Society of Human Resource Management (SHRM).

Today we have over 300 hundred members in the Lincoln area. We have a board consisting of 14 positions focused on continuing to grow the organization.

LHRMA has evolved so much over the years and we are so thankful to those that led the organization through its continual growth. So, to each of you past presidents out there, thank you!



Legal Update

What's New is Old – Social Security Administration to Revive its Social Security Mismatch Letter Notification Program

*By Jack L. Shultz and Kramer L. Lyons
O'NEILL, HEINRICH, DAMKROGER, BERGMEYER & SHULTZ,
P.C., L.L.O.*



The Social Security Administration (“SSA”) has announced that it will soon restart sending “mismatch” letters through its mismatch letter notification program. Formally titled “Employer Correction Requests,” the SSA will notify employers that have filed at least one Form W-2, Wage and Tax Statement, containing a mismatch between a name and a Social Security Number (“SSN”). Starting in March, 2019, the SSA is to notify employers that corrections are needed for W-2s with a mismatched name and Social Security Number.

The notice will tell employers that the letter “does not imply that you or your employee intentionally gave the government wrong information” regarding the employee’s name or their SSN. The SSA acknowledges that there are a multitude of reasons that a name and SSN do not match such as typographical errors, unreported name changes, inaccurate or incomplete employee records. Employers who receive a “mismatch” letter will be encouraged to register for the Business Services Online (“BSO”) database, which will contain the Employer Report Status. This Employer Report Status will tell employers the names and SSNs that are mismatched. The SSA requires employers to correct the information within sixty (60) days of receiving the mismatch letter.

As a first step, employers should check their internal personnel records regarding the affected employees to confirm that the information held by the employer matches that which is being reported by the SSA. Simple typographical errors due to the employer can be rectified quickly by submitting the corrected information directly to the SSA.

If the mismatch is not due to a typographical error, the employer should notify the employee in writing that it has received a mismatch letter from the SSA. The SSA website provides a sample form letter which can be provided to the affected employees. It is then up to the employee to resolve the mismatch. However, employers are still responsible for ensuring the process is completed. This may require employers to follow up in writing with each affected employee to confirm that steps are being taken to remedy the situation.

The SSA website also contains a set of Frequently Asked Questions (“FAQ”) that may assist an employer in several different situations. For example, one of the FAQs is:

Question: What should I do if my employee’s name and Social Security number do not match Internal Revenue Service records?

Answer: Check to see if your information matches the name and Social Security number on the employee’s Social Security card. If it does not match, ask your employee to provide you with the exact information as it is shown on the employee’s Social Security card.

If the information matches the employee’s card, direct your employee to check with any local Social Security office to resolve the issue. Once resolved, the employee should inform you of any changes.

Legal Update (continued from page 6)

The SSA website contains other instructions for how to resolve the mismatched information which can be found at: www.ssa.gov/employer/notices. There are several other links on the website including instructions regarding registering for the BSO, how to use the Social Security Number Verification Service, how to find errors on the BSO, a sample letter to employees and how to fix errors using tax form W-2c.

Employers should not take any adverse employment action against an employee (including discipline, termination or other adverse treatment) solely because the employer received a mismatch letter regarding that employee. Employers should give each affected employee a reasonable time to resolve the issue. However, in the event that a mismatch cannot be resolved or SSN misuse is confirmed, the employer should contact their legal counsel to determine the appropriate steps necessary to deal with the affected employee.

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

MEMBERSHIP RENEWAL



2019 LHRMA Membership Renewals Due Jan. 1

Visit www.lincolnhr.org to renew!

Supervisor NOTES:

The manager's role in change management



Managers and supervisors are the key to success of any change initiative. Managers are also closest to the employees who must adopt the new processes with a new process or initiative, so getting managers on board is crucial. Here are 5 roles the manager must play in times of change:

1. Communicator: Communicate with direct reports about the change.

An employee's supervisor is the key facilitator of information about the organization, the work that is completed and any changes to that work that might affect the employee directly. What does this change mean to me? Why should I get on board? Why are we doing this? What's in it for me?

2. Advocate: Demonstrate support for the change.

Employees look to their supervisors to evaluate their level of support for the change as well as direct communication about the change. A manager that is wavering in their full support of a change, can expect the same thing from their direct reports.

3. Coach: Coach employees through the change process.

It is the manager's responsibility to provide support through the process, by providing:

- Awareness of the need for change
- Desire and background to support the change
- Knowledge on how the change will occur
- Ability to proceed with the steps to make the change
- Reinforcement to keep changes in place

4. Liaison: Engage with and provide support to the project team.

It is important that managers provide a direct line of feedback from the implementation team down and vice versa. It is critical to the success of the initiative that all team members have input by allowing feedback from team members.

5. Resistance manager: Identify and manage resistance.

Resistance to change is normal, it is important to manage those that are resisting inside an organization directly and managers are in a unique position to be able to have a direct impact in this area.

Are you getting ready to launch a change initiative soon? Best Care EAP's NEW CHANGE MANAGEMENT session is offered twice in 2019. Here are those dates along with a few of our upcoming management training sessions:

CHANGE MANAGEMENT (1/2 day)	March 28 or Sept. 24/\$139 PP
PERSONAL EFFECTIVENESS for LEADERS (all day)	Jan. 15/\$219 PP
MANAGEMENT BOOT CAMP (all day)	Feb. 7/\$219 PP

LOCATION: 9239 W. Center Road, Suite 223, Omaha, NE, half day 9-noon, all day 9 am – 4 pm
Current Best Care EAP clients receive a discount on these classes.

To register, call 800 801-4182 or send email eap@bestcareeap.org.
 For additional information, check out our website www.bestcareeap.org.





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