



February 18, 2010 Dinner Speaker

Register at www.skcnhrma.org

Conflict Resolution Toolkit

Most HR professionals experience being in the middle of conflict at some point in time. The issue may be between a supervisor and one of his/her reports, between two employees, between an employee and their external issues, or between the organization and external rules, regulations, unions, etc. While the tendency, and often the expectation, is to put out these "fires", it may be more effective to identify the **source** of the conflict, so that scarce resources are spent in the right place.

This presentation will highlight both common sources of organizational conflicts as well as effective conflict resolution methods appropriate to each source.

Please join us February 18th to hear Dan Leahy speak about this topic and provide us with a Conflict Resolution Toolkit. Dan will provide a model designed to help HR professionals discern the origins of the conflict and where to aim your expertise most effectively to address them.

Dan is an innovative leadership development specialist. With sixteen years of leadership education experience and another sixteen years as a clinical therapist Dan brings a unique blend of interpersonal and organizational perspectives to his work. His professional experience includes serving as President of the Leadership Institute of Seattle from 2001 to 2007.

Dan holds a Bachelors Degree in Communication Arts and Sociology from Washington State University and a Master of Arts in Applied Behavioral Science from Whitworth College. His postgraduate training includes the Art and Practice of Leadership Development program at Harvard University's Kennedy School of Government. He is a board member for the Center for Ethical Leadership and is Co-Vice Chair for Curriculum and Programs at Leadership Eastside.

Dan is committed to leadership development. He believes leadership is fundamentally a dance between the leader, the followers and the organizational mission. Dan's approach focuses on helping the individual develop the ability to both take a stand and stay connected with others in service of the desired results.

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Upcoming Meetings:

March 18, 2010
Breakfast Meeting
Compensation Topic

April 18, 2010
Lunch Meeting
**HR's Role in an
Emergency or Disaster**

HRCI certification credit has been applied for and is pending for this presentation.

President's Letter

I have been studying for several months to take the SPHR exam and in doing so I find myself thinking about the role of HR practitioners and how we help mold the culture within our organizations. Regardless of what the flavor of your title - HR generalist, HR manager, HR director or VP of HR, our job can be very demanding, but on the other hand be very fulfilling. I think we all love the human side of our daily jobs; we get great satisfaction from helping someone get the solution to their issue.

How am I utilizing the skills that I've learned over the years? I sometimes find that I act as an advisor, sergeant-at-arms, trainer, harmonizer, liaison, legal translator, communicator and ethical issues checker; just to name a few. I find that the culture and philosophy of a corporation should not hinder you for conducting the business of human resource management. As a practitioner, our job is to guide the management team and keep them informed of the laws and regulations set forth by the federal and state law makers.

I asked myself the following questions:

How do I rate my performance as a HR Manager?

Do I talk the talk and walk the walk?

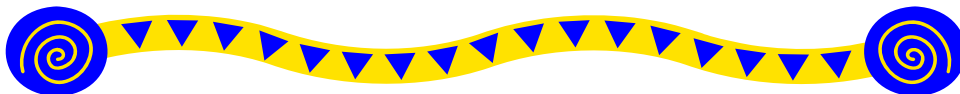
As a senior HR professional am I mentoring a new comer in the HR field to empower them to continue in the HR field?

I think that we should all sit down sometime and remember why we're in this profession. In doing so, it has given me a second wind or an extra boost to keep doing what I'm doing but strive to do it even better.

As an HR professional I am a leader who is a visionary, communicator, self-esteem builder and role model. I have found that my attitude affects me and those I lead.

"Don't just tell me how I should live or treat people, lead by example!"

Rockie Ward
President



✓ Your Calendar

2010 Chapter Meetings			2010 Board Meetings	
CenterPoint Conference Center All meetings are held on Thursdays			Washington Employers, Inc., Kent If not on the Board but interested in attending a meeting, please contact Rockie Ward @253-796-6111	
February 18, 2010	Dinner	5:15 pm - 7:00 pm	February 12, 2010	7:15 am - 8:30 am
March 18, 2010	Breakfast	7:15 am - 9:00 am	March 12, 2010	7:15 am - 8:30 am
April 15, 2010	Lunch	11:15 am - 1:00 pm	April 9, 2010	7:15 am - 8:30 am
May 20, 2010	Dinner	5:15 pm - 7:00 pm	May 14, 2010	7:15 am - 8:30 am
June 17, 2010	Breakfast	7:15 am - 9:00 am	June 11, 2010	7:15 am - 8:30 am
July 15, 2010	Lunch	11:15 am - 1:00 pm	July 9, 2010	7:15 am - 8:30 am
August NO MEETING			August 2010 TBD	
September 16, 2010	Dinner	5:15 pm - 7:00 pm	September 10, 2010	7:15 am - 8:30 am
October 21, 2010	Breakfast	7:15 am - 9:00 am	October 8, 2010	7:15 am - 8:30 am
November 18, 2010	Breakfast	7:15 am - 9:00 am	November 12, 2010	7:15 am - 8:30 am
December 16, 2010	Lunch	11:15 am - 1:00 pm	December 10, 2010	7:15 am - 8:30 am

Website Design by Roger Gervin



Roger Gervin
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253.839.8059

Website and Blog Design
Website and Blog Programming
Website and Blog Consulting
PayPal Connection
Microsoft Access Programming
Microsoft Excel Programming

New Board Members Bio's

Kim Gilman

Kim Gilman is the recently elected Arrangements Chair for SKCHRA, and is excited to be on the board. She has worked in the HR field for the past 7 years, the last 3 of which have been with the City of Tukwila where she currently serves as a HR Analyst. Prior to joining the public sector, Kim spent 4 years working as the Human Resources Manager for the Seattle Chinatown International District Preservation and Development Authority (SCIDpda). The SCIDpda is a non-profit organization dedicated to preserving and promoting Seattle's Chinatown International District neighborhood through historic preservation projects, real estate development, affordable housing, and human services. During her time with the SCIDpda, Kim earned her PHR certification. Prior to working at the SCIDpda, she worked for United Way of King County, Children's Hospital, and the University of Washington. Kim earned her BA degree in Community & Environmental Planning, and completed a minor in China Studies at the University of Washington.

Having grown up in Des Moines, Kim settled back in the south end five years ago by purchasing a house in Federal Way. In her time outside of work, Kim enjoys watching movies with her husband, collecting Peanuts (Snoopy) memorabilia, reading, and volunteering for Multifaith Works and the Friends of the Des Moines Library.

Maggie Crutcher

The South King County HR Association is very pleased to announce the addition of Maggie Crutcher, PHR to the 2010 board of directors. As the Legislative Chair, Maggie will be responsible for:

- *Communicating important legislative updates and how they may affect the businesses our membership support.
- *Championing legislative interaction between our members and their government representatives at both the state and federal level.
- *Maintaining regular interaction with the WA State Council's (WSC) Legislative Director, Terri Ano

Maggie is currently the Safety & Regulatory Compliance Officer employed with Protective Coatings Inc., (PCI) Kent WA. In this role she handles the daily HR functions and oversees safety and regulatory compliance. Most recently she served as the employer's representative, emceeding employee morale events for up to 400 employees and their guests. Prior to PCI, she worked at the State of Washington. There she would liaison with Labor & Industries and Dept. of Ecology staff generates report responses, investigate safety concerns, and champion safety compliance. Additionally she managed the Policy Office, served as Strategic Project Manager, Internal Quality Consultant and was the Safety Committee Chair. At the County of San Diego she had a more tactical approach which included industrial hygiene, forklift programs and employee safety in print manufacturing. While in the U.S. Navy she served in multiple personnel roles and was able to travel worldwide to places such as Saudi Arabia, London, and Hong Kong.

Prior to earning her PHR credentials, Maggie earned an Associate's in Business Management. She is qualified in First Aid & CPR, in addition to being a Forklift certified trainer. Maggie also was the recipient of our very own 2007-08 SKCHRA Scholarship award. Maggie is active with the American Electroplaters & Surface Finishers. And also serves with Toastmaster's International, City of Kent Toast & Boast.

NOW TAKING APPLICATIONS FOR THE SKCHRA 2010-2011 ANNUAL SCHOLARSHIP IN HUMAN RESOURCES

Application deadline: March 31, 2010

This scholarship is awarded by the South King County Human Resource Association (SKCHRA), to assist a South King County resident to pursue studies at an accredited 2-year or 4-year college or university with the intent to work in the field of human resources. One scholarship will be awarded in the amount of \$1,000 for the 2010 – 2011 academic calendar year.

DETAILS:

SKCHRA will award one scholarship in the amount of \$1,000 for the 2010-2011 academic calendar year on the basis of the following rules and information.

Applicant must be a resident of South King County.

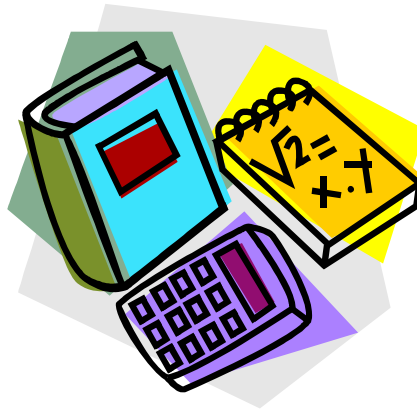
Applicant must be enrolled in an accredited public or private college or university and pursuing a degree to work in the field of human resources.

Mail the official application form to:
SKCHRA Scholarship Committee
P.O. Box 364
Kent, WA 98035-0364

The application must be completed and received by the Scholarship Committee at the above address **NO LATER THAN MARCH 31, 2010**. Envelopes should be clearly addressed to the "SKCHRA Scholarship Committee." Applications may be obtained from the SKCHRA website http://www.skcnhrma.org/SKCHRA_Scholarship.html or at monthly chapter meetings.

RULES:

Recipient must be enrolled in an accredited college or university of his or her choice during the academic year following the award. The award will be paid directly to the college or university on behalf of the recipient.



SKCHRA Scholarship Application For Academic Year 2010-2011

1. Applicant's Name: _____
(Please print)

2. Address:

Street, City, State Zip

E-mail address: _____

Daytime phone: (_____) _____ Evening phone: (_____) _____

3. College or University enrolled at for 9/2010: _____

4. Include letter of acceptance, your official class schedule or unofficial transcript with your application.

5. What are your career goals?

6. Please write a 300-500 word essay on the topic of why you are interested in pursuing a career in human resources or why human resource management is an important function for organizations (attach separate page if desired).

I certify that all of the information provided on this application is correct.

Signed:

Date:

Must be received no later than March 31, 2010.

Mail to:

SKCHRA Scholarship Committee

P.O. Box 364

Kent, WA 98035-0364

2010 Regional and National HR Conferences

Regional Conference

This year's Northwest Human Resources Management Association (NHRMA*) Conference and Trade Show will be at Sunriver Resort in Sunriver, Oregon, from Wednesday, September 29, through Friday, October 1, 2010. Visit the NHRMA [website](#) for full information.

Focusing on "**The Changing Environment of HR**," workshops will address changes in legislation, culture, strategy, technology and wellness & values, plus provide you with the tools and strategies needed to face these changes and lead your business (and yourself) into the future with confidence.

The early registration fee of \$399.00 for SHRM members ends June 1; after that it increases \$100.00. *Or perhaps you could win hotel and registration with our contest!*

National Conference

This year's SHRM Conference and Exposition is being held in San Diego, California, from Sunday, June 27, through Wednesday, June 30, 2010. Conference brochures have been mailed to SHRM members; you can also visit the SHRM [website](#) for updated information.

The theme is "**A New Time for Growth; A New Focus on HR**." Keynote speakers include former Vice President Al Gore; Steve Forbes, President and CEO of Forbes and Editor-in-Chief of *Forbes* magazine; and Marcus Buckingham, *New York Times* best-selling author and visionary.

Early Bird full conference registration is \$1,250 through April 16, 2010; the price goes up after that. Group pricing is available for five or more attendees from the same corporation.

* An affiliate of SHRM

Win a Trip to the 2010 NHRMA 72nd Annual Conference & Tradeshow September 29 – October 1, 2010 Sunriver Resort, Oregon

We recognize the value of continuing education for HR professionals at all stages of our careers. Folks just starting out in the field may desire knowledge to build foundational skills. Seasoned professionals know that regardless of how long we've been in this field, the one constant is change and it is critical we stay current not only on laws and regulations, but also new ideas and best practices.

Our monthly meetings are one way our chapter provides continuing education. And this year we're pleased to also offer one chapter member opportunity to attend our regional conference just for introducing guests to the benefits of our chapter meetings!

The winner of this trip will receive full conference registration and two night's hotel at the [NHRMA Conference](#), an \$800 value!

It's easy to participate in this contest – just attend chapter meetings and bring guests!

- To be eligible, you must be a current SHRM member and have designated South King County as your primary chapter (if you haven't done this yet, there's still time to [designate SKCHRA as your primary chapter!](#)).
- Each time you bring a non-chapter guest (can be a SHRM member or not, just not a current South King County member) to our February, March or April meetings, you will receive an entry into the prize drawing.
 - You and your guest must both register by the early registration deadline (three days prior to the meeting) for you to receive a drawing entry.
 - When your guest registers, tell them to include "Guest of Jane Doe" after their name on the registration form.
 - Each qualified guest earns you an entry into the drawing; the more guests you bring, the better your chances to win!
- Bonus! You will receive an additional entry into the drawing for each guest you bring, to any of these three meetings, who designates South King County as their primary chapter by April 21st!

The prize winner will be selected the first week in May and conference registration must be completed by June 1.

- If you win and are unable to attend, we will draw again; this prize is non-transferable.
- You will be responsible for all other costs, including transportation and meals.

We have some excellent meeting topics coming up, including The Conflict Resolution Toolkit, Privacy Rights in the Workplace, and HR's Role in an Emergency or Disaster. So invite your guests and maybe you'll win a trip to the NHRMA Conference!

Book Review

“A sense of urgency” is a term we often hear. In his book “A Sense of Urgency” John Kotter explores the difference between a sense of urgency and a false sense of urgency. He describes a false sense of urgency as “constantly running around, screaming Faster-faster”. However, “When people have a true sense of urgency they think that action on critical issues is needed now”. Later in the book Kotter explains why a mindset of “urgent patience” is needed. Kotter goes on to explain how great goals are not reached quickly but the urgent activity to reach those goals is practiced every day.

Kotter also looks at complacency. He explains that people may see problems around them but are complacent because they don't see that they need to change their own behavior.

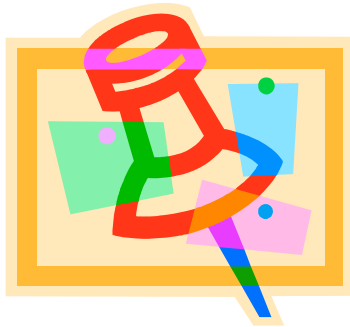
“A Sense of Urgency” is well written and easy to read. If you are not familiar with John Kotter, he has written many books and is considered an authority on leadership and change. You can also find out more about John Kotter at www.JohnKotter.com.

If your organization is full of very busy people struggling to keep up the pace, with full appointment calendars, this book may help them recognize the inefficient behaviors they find themselves engaged in and start behaving with “a true sense of urgency”. For the complacent, who may not recognize that they are, Kotter covers this too. After reading Kotter's book they may recognize this behavior in themselves and change. If not Kotter explains how to increase urgency and root out complacency. Rather than explore the tactics that Kotter offers to do this, check out “a sense of urgency”. This may be appropriate for a group activity in your organization.

Jim Cassidy
Certification Chair

Revised COBRA Subsidy Notices Are Now Available

The U.S. Department of Labor (DOL) has prepared the COBRA subsidy extension notices required by the U.S. Department of Defense Appropriations Act of 2010, signed into law on Dec. 19, 2009. Information and links to DOL model COBRA notices are available on the [SHRM website](#). Model notices include both the [Updated General Notice](#) and the [Premium Assistance Extension Notice](#)



JOB BANK

Have You Checked The Job Bank Lately?

The South King County HRA Job Bank is a resource for companies to list local human resource job opportunities and for job seekers to find those opportunities. It is easy to access through the chapter website at www.skcnhrma.org. Simply click on "Job Bank" located on the right side of the blue menu bar at the top of the home page. Click on "Select Here" on the next page to go directly to the job bank site.

The SKCHRA job bank postings are free to organizations and it is a good place to post South King County human resource positions.

Advertise in this monthly newsletter and have your information reach over 200 Human Resources professionals!

If you have an educational event or business that could benefit HR professionals, share your information cost effectively to a targeted audience.

Advertising rates start at only \$50 and discounts are available for three months or more.

For more information, see our website [Advertising](#) section.

2010 Sip 'n' Shop Committees Forming Soon – Join Us!

Our 5th Annual Sip 'n' Shop Silent Auction and Social in October 2009 was our most successful event ever. Never a group to rest on our laurels, we're excited to have our 2010 Sip 'n' Shop be even better!

If you have been looking for a way to become more involved with our HR association - and have fun while doing so! - consider volunteering to help with this year's Sip 'n' Shop, our premier fund raising event of the year. We welcome new ideas and greater involvement.

While the event will not take place until October, we're already starting to plan. Depending on your interests, you could:

- Volunteer to help *prior* to the event with procurement (of auction items and sponsorships), publicity, or general preparation.
- Or you may prefer to help *at* the event with set up, information and/or tear down.
- Not sure what the best fit is for you? We invite you to just show up to a planning meeting and say "what can I do?"

Heads up! In our next newsletter we will have a March time and date for our initial volunteer interest meeting.

We hope that many folks will join us as the more volunteers we have, the better we can share the work so each person can participate without feeling burdened by the time commitment. You'll find that even a contribution of a couple of hours can make a real difference for our event!



Meal Deal 2010

Don't Miss this Opportunity to Save!

Your pocketbook, or your employer, will appreciate your cost conscious decision to purchase a 2010 Meal Deal Card. Besides saving money the Meal Deal Card reduces the number of expense reports you have to prepare and reimbursement checks your employer has to process. Those members who have used the Meal Deal Card love the convenience!

If you are a SHRM* member who has designated the South King County Human Resources Association as your primary chapter, you may purchase a convenient Meal Deal Card at any SKCHRA chapter meeting or through our website's meeting registration page. Cards may be used for attendance at any 2010 SKCHRA chapter meeting of your choice. If you are unable to attend a meeting, you may have someone else from your organization use your card or you may also use your card for a guest. Plus, your Meal Deal card is good toward \$5.00 off any SKCHRA social event! The following Meal Deal packages are available with savings of 10% or more:

MEAL DEAL CARD COST	Cash/Check/PayPal
2010 Meal Deal - 5 Meals	\$90.00
2010 Meal Deal - 8 Meals	\$140.00

Meal Deal card holders must still register during the pre-registration period for any meeting they plan to attend to insure adequate seating, food and hand-outs are available for everyone.

For additional information contact Kimberly Gilman
kimberlygilman@comcast.net or evenings at: 253.529.1275

*Our chapter is a "100%" chapter meaning our entire membership belongs to SHRM and no additional dues are required to designate us as your home chapter.
Please ask any Board member if you wish information about joining SHRM.

New Chapter Members

Please welcome the following new member who has designated South King County as their chapter.

- Cesar Portillo, Executive Director of HR, Highline Community College
- Maria Saperstein, Program Marketer, The Work Clinic
- Alisa Robertiello, Benefits Manager, Frontier Bank



Sponsor a South King County HR chapter meeting!

If you have an educational event or business that could benefit HR professionals, here's an opportunity to share your information personally at one of our chapter meetings.

For only \$100.00 you will receive:

- Registration for one (1) company representative.
- Five (5) minutes of presentation time at the start of the meeting to inform attendees of the benefits of your company product or services.
- Your business logo, name and a brief summary of information about your business in two of our SKCHRA monthly newsletters (the sponsorship month and the following month).
- Opportunity to network with meeting attendees before and after meeting (as time permits.)
- All business cards you collect during the meeting may be retained by you for future business leads.
- Space to display your product or service information for meeting attendees before and after the meeting. A small company brochure or flyer may be left at each meeting.

All Sponsorship requests must be approved in advance to ensure they will meet the professional needs of our HR community. Complete information is available on our [website](#).

Meeting Registration

Date: **February 18, 2010**

Time: 5:15 p.m. Registration & Networking

5:30 p.m. – 7:00 p.m. Program

Place: **CenterPoint Conference Center**

20809 – 72nd Ave S
Kent, WA 98032

Pre-Registration Cost:

\$20.00 SHRM Members & Sponsored Guests

\$24.00 Non-SHRM Members

\$10.00 SHRM Student Members

Late or Door Registration Cost:

\$25.00 SHRM Members & Sponsored Guests

\$29.00 Non-SHRM Members

\$15.00 SHRM Student Members

Please register at:

<http://www.skcnhrma.org/meetingregistrationform.html>.

Note: Meal Deal Card holders must still register in advance in order to provide us with an accurate headcount.

If you choose to attend a chapter meeting without registering prior to arrival you will need to pay at the door either with cash or by a personal or company check made out to **SKCHRA**.

If you must cancel, notify Kimberly Gilman via email or phone: kimberlygilman@comcast.net (253)529-1275

Refunds are available for registration cancellations made prior to the pre-registration deadline.

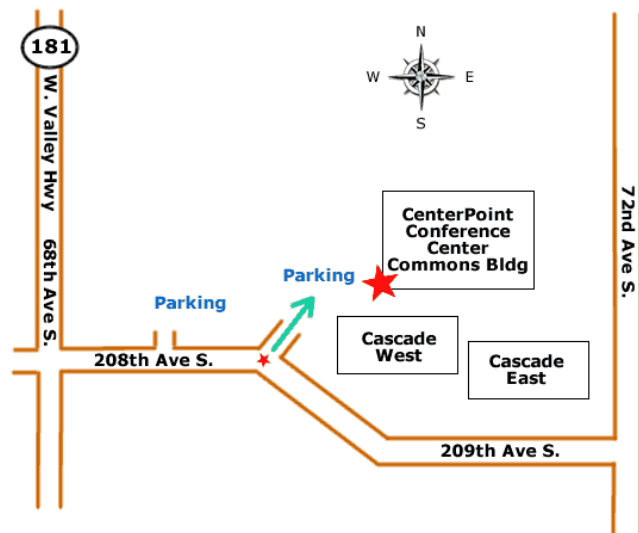
Cancellations occurring within 3 business days of the meeting are not eligible for refund, as the chapter must pay for the headcount guaranteed to our vendors. We suggest you send another representative from your organization.

Chapter Meeting

February 18, 2010

Pre-registration Deadline:
Monday Feb 15, 2010, 12:00 Noon
CenterPoint Conference Center
20809 72nd Ave S.
Kent, WA 98032

The best way to find us is to travel via WA 181 (also referred to as West Valley Hwy and 68th Ave. S)... then turn east onto 208th Ave. S... then left into the parking area when 208th comes to a "Y" shaped intersection.





SKCHRA

2010 Board of Directors

President	Rockie Ward, PHR	253-796-6111	rockie.ward@omax.com
Past President	Bryan Price, SPHR	206-276-9477	bwprice@comcast.net
President Elect	Greg Carpenter, SPHR	206-834-9758	gwcarpenter@gmail.com
Secretary	Rhonda Kelly, PHR	425-981-1292	rhondak@rainier.com.
Treasurer	Pam Gibbons, SPHR	253-458-3483	pamg@exoticmetals.com
Programs Co-Chair	Heather Smith, SPHR	206-802-1516	smith_hc@hotmail.com
Programs Co-Chair	Erin Colwell, PHR	253-661-7805 x203	erin.colwell@orionworks.org
Membership Co-Chair	Leigh Booth, SPHR	425-235-2750 x223	LBooth@aimseattle.com
Membership Co-Chair	Gail Gervin, PHR	206-664-7246	gailgervin@wa-emp.com
Legislative	Maggie Crutcher, PHR	253-854-9330	maggiec@protectivecoatinginc.com
HRCI Accreditation	Jim Cassidy, SPHR	206-714-5889	jim.cassidy@7-11.com
Arrangements	Kim Gilman, PHR	253-529-1275	kimberlygilman@comcast.net
Newsletter	Rebecca Shorrock, PHR	253-867-3230	rshorrock@petrocard.com
Diversity Coordinator	Jacque Edelen, PHR	206-664-7238	jbedelen@wa-emp.com
Workforce Readiness	Annette Coder, PHR	253-835-7678 x106	annettec@multi-servicecenter.com

SKCHRA
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PetroCard Systems, Inc.
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