



EXTREME HR MAKEOVER

Business Edition



2012 12th Annual Vermont State HR Conference September 17 & 18, 2012

Sheraton Hotel and Conference Center, Burlington, VT

Co-Sponsors:

Greater Rutland Area Personnel Executives
Professional Human Resource Management Association
River Valley Human Resource Association
Vermont Human Resource Association

Other Sponsors include:

Adecco
Blue Cross Blue Shield
CBA Blue
Creative Workplace Solutions
Downs Rachlin & Martin
Invest EAP
JobsinVT.com
Northeast Delta Dental
Paul, Frank & Collins
PayData
VT Panurgy
Westaff

Monday, September 17th

Conference Keynote & Concurrent Sessions for Attendees:

7:30 a.m. - 4:30 p.m.

Grand Reception & Expo: 4:30 p.m. - 6:00 p.m.

Sponsored by: SkillsSurvey

Dinner - Food & Networking: 6:00 p.m. - 7:00 p.m.

Sponsored by: Dinse/Knapp/McAndrew
Digital Benefit Advisors

Entertainment: 7:00 p.m. - 8:30 p.m.

Meet Meme led by Jonathan "Brew" Brewer

Sponsored by: HR Consulting Solutions, LLC

Tuesday, September 18th

Conference Keynote, Concurrent Sessions & Conference

Endnote: 7:30 a.m. - 3:00 p.m.

For more info visit:
www.vtshrm.shrm.org

Agenda
Monday, September 17, 2012

7:30 a.m. - 8:30 a.m.
Registration & Breakfast
with Exhibitors

8:30 a.m. - 9:00 a.m.
Opening Remarks
Susan Loynd
Susan Post

9:00 a.m. - 10:15 a.m.
Pamela Green
Opening Keynote

10:15 a.m. - 10:45 a.m.
Break

10:45 a.m. - 12:00 p.m.
Concurrent Session I

12:15 p.m. - 1:00 p.m.
Lunch

1:00 p.m. - 1:30 p.m.
Dessert with Exhibitors

1:30 p.m. - 2:45 p.m.
Concurrent Session II

1:30 p.m. - 4:30 p.m.
Diversity Master Series

2:45 p.m. - 3:15 p.m.
Exhibitor Break

3:15 p.m. - 4:30 p.m.
Concurrent Session III

4:30 p.m. - 6:00 p.m.
Cocktail Reception

*6:00 p.m. - 8:30 p.m.
Dinner & Entertainment
(*an additional fee applies)



Opening Keynote Presentation

Pamela Green, SHRM's U.S. Chief Membership Officer

The Future of HR: What's Next for the Profession?

For most organizations today, the business focus has shifted from short-term survival to long-term sustainability as the U.S. and global economy continues to recover slowly from the 2008-2009 recession. Achieving sustainability will be a true test of HR leadership in the uncertain post-recession economy. Pam Green will explore three major challenges HR professionals are facing today and present a two-part strategy for turning the challenges into opportunities for your organization. In addition, two case studies will be reviewed where these strategies have generated impressive bottom-line results, as well as employee retention, engagement and productivity.

Biography

Pamela Green is a champion for business leaders, especially HR leaders! Pam has over 16 years' experience as a human resource practitioner. Pam joined The Society for Human Resource Management (SHRM) in 2006 as the Director for the North Central Region. She was promoted to Chief Membership Officer in 2008. As Chief Membership Officer, she is responsible for developing and managing relationships with SHRM's more than 250,000 members, 7,000 volunteer leaders, 590 chapters and members' businesses and organizations. Additionally, Pam is responsible for designing and leading activities that support SHRM's volunteers and Membership Advisory Council, and assist State Councils and local chapters with their strategic planning and operations.

Concurrent Sessions - I

- 1: *Best Practices Round Table Discussion – Part I*
- 2: *Managing Relationships – Part I*
- 3: *Social Media Training – Twitter 101*
- 4: *Wage & Hour 101 – What is Compensation?*
- 5: *Channeling Sherlock Holmes: Conducting An Effective Workplace Investigation*
- 6: *Cultural Competency Assessment Models*

Concurrent Sessions - II

- 1: *Vermont's New Healthcare Model – Benefit Exchanges*
- 2: *The Strategic Planning Process*
- 3: *Managing Relationships – Part II*
- 4: *Open Floor Plan – Panel Discussion*
- 5: *Onboarding Techniques*
- 6: *Diversity Master Series & Workforce Initiative Panel 1:30 p.m. - 4:30 p.m.*

Concurrent Sessions - III

- 1: *Reference Checking – How to Improve the Quality of Your Hires*
- 2: *Best Practices Round Table Discussion – Part II*
- 3: *Wage & Hour 201 – What is Taxable Compensation?*
- 4: *Best Places to Work Panel – Small Employers*
- 5: *HR Hypothetical – Employment Law Case Scenarios*
- 6: *The New HR: Engagement Builders*

Extreme HR Makeover

Business Edition

Conference Day Two

Morning Keynote Presentation Jen Shirkani, CEO of Penumbra Group



EQ 101 – The Employee Makeover Guide for HR Professionals

This session helps HR practitioners understand the Emotional Intelligence (EQ) competency and how it relates to an employee's ability to manage their own emotional impulses, effectively communicate with others, use empathy, and remain optimistic despite setbacks. Participants will learn techniques to develop EQ in themselves and others. The business climate today requires more stress tolerance, flexibility and optimism than ever before. This session will provide you with some insight and framework into behavior you can use to be a trusted advisor to your managers!

Biography

Jen Shirkani is the CEO of Penumbra Group and has spent over 20 years as a learning and development specialist, trainer and speaker. Her topics are presented from a leadership perspective filled with practical strategies and immediately useable tips. She lives in New England where she oversees a national talent management firm. Jen focuses on communication skills and on making common sense more common!

Concurrent Sessions - IV

- 1: *Adopting a Customer Service Philosophy*
- 2: *Best Places to Work Panel – Medium/Large Employers*
- 3: *Healthcare Reform Act Update*
- 4: *Shackleton: Our First Engaged Leader*
- 5: *Labor Philosophy and Social Media Policies*
- 6: *Creating Community in a Diverse Workforce – Panel*

Closing Keynote Address Bob Kelleher



Louder Than Words

Bob Kelleher is an award winning author, thought leader, keynote speaker and consultant who travels the globe sharing his insights on employee engagement, leadership and workforce trends. Bob is the author of the nation's top selling engagement book, **LOUDER THAN WORDS: 10 Practical Employee Engagement Steps That Drive Results** and the soon to be released **CREATIVESHIP, A Novel for Evolving Leaders**.

Biography

Bob Kelleher can be seen or heard on national media and is a frequent guest writer for many national publications. Additionally, Bob is the founder of The Employee Engagement Group (<https://www.employeeengagement.com>), a global consulting firm that works with leadership teams to implement best in class leadership and employee engagement programs.

Over 45 vendors will be in the Exhibit Hall, offering the latest in products, services and information for the HR Professional!

By Proclamation of the Governor of the State of Vermont, September 18th, has been declared Human Resource Management Day!

*Agenda
Tuesday, September 18, 2012*

7:30 a.m. - 8:30 a.m.

*Breakfast with Pam Green
First 25 registrants can join Pam Green for breakfast & sparkling HR conversation*

7:30 a.m. - 8:45 a.m.

Breakfast with Exhibitors

8:45 a.m. - 9:00 a.m.

Opening Comments

9:00 a.m. - 10:15 a.m.

*Keynote Speaker
Jen Shirkani*

10:15 a.m. - 10:45 a.m.

Break

10:45 a.m. - 12:00 p.m.

Concurrent Sessions IV

12:15 p.m. - 1:00 p.m.

Lunch

1:00 p.m. - 1:30 p.m.

Dessert & Door Prizes

1:30 p.m. - 3:00 p.m.

*Closing Keynote Presentation
Bob Kelleher*



Concurrent Session I

1: Best Practices Round Table Discussion – Part I

2: Managing Relationships- Part 1

3: Social Media Training - Twitter 101

4: Wage and Hour 101 – What is Compensation?

5: Channeling Sherlock Holmes: Conducting an Effective Workplace Investigation

6: Cultural Competency Assessment Models

1: Best Practices Round Table Discussion – Part I - Facilitated by VT State Council Member

Join us for this lively interactive session of best practices and hot button issues that keep HR practitioners up at night. Topics include FMLA, worker's compensation, spouses/significant others in the workplace, retention, incentives and new hire orientation. Content experts will be seated at "topic tables" where participants can ask questions, offer insights or move onto another subject. Like speed dating without the awkwardness!

2: Managing Relationships – Part 1 – Erik Thompson

Relationship disruptions ripple through the organization and land in the lap of HR. Key managers of businesses, non-profit organizations, families and nations consistently report that relationship changes are the most unnerving problems. Managing, or even preventing, these "rip-tides" positions HR as a leader within any organization. This session will offer powerful tools for delivering accountability and managing emotional immaturity, tension and conflict.

3: Social Media Training – Twitter 101 – Jonathan "Brew" Brewer

Learn Twitter Basics & Achieve Twitertopia 140 Characters at a Time. Twitter is the second most popular social network with more than 1 billion tweets happening every single day. Tweets are similar to text messages written in 140 characters or less. With so few characters, Twitter and its language is extremely simple yet complex. Participants will learn the basics of Twitter, the best Twitter management and monitoring tools specifically for human resources, marketing and recruiting professionals. Special attention will be paid to understanding Twitter terminology and the benefit of hash tags and retweets will allow you to grow your followers and further build relationships.

4: Wage and Hour 101- What is Compensation? - Brenda Sabin

Compensation goes beyond what you pay your employee in wages. Compensation also includes things such as prizes, awards, bonus' and other items you may not even realize is considered compensation by the IRS! Do you know how to calculate actual "hours worked" by your employees? What about travel time? Waiting time? Do you provide "free goods" to your employee? Do you provide a discount on services? Join us as we list out basic regular wages, supplemental wages and other "items" that you may never have considered as income to your employees!

5: Channeling Sherlock Holmes: Conducting an Effective Workplace Investigation - Kerin Stackpole, Esq.

Most employers strive to create a positive culture and avoid workplace conflicts. Never the less, conflicts arise from time to time and may even result in formal complaints by employees of harassment, discrimination or a "hostile work environment". In those situations, management has an obligation to promptly investigate the issues raised, and if they turn out to be true....then make them stop. Kerin Stackpole, Esq. will provide participants in this session with a solid roadmap for conducting an effective investigation that will help you limit liability and improve the working environment.

6: Cultural Competency Assessment Models – Dan Balon

Cultural Competency refers to an ability to interact effectively with people of different cultures. Cultural competence is comprised of four components: (a) awareness of one's own cultural worldview, (b) attitude towards cultural differences, (c) knowledge of different cultural practices and worldviews, and (d) cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures. Join us for an overview of what it means to be culturally competent and how you can bring these skills into your workplace.

Concurrent Session II

1: Vermont's New Health Care Model: Benefit Exchanges

2: The Strategic Planning Process

3: Managing Relationships – Part II

4: Open Floor Plan – Panel Discussion

5: Onboarding Techniques

6: Diversity Master Series & Workforce Initiative Panel -1:30pm until 4:30pm

1: Vermont's New Health Care Model: The Impact of Benefit Exchanges – Bob Gaydos

For over 50 years, the employee benefit market has been distorted by the “third payer.” Employees never created direct consumer relationships with insurance companies since the insurance was chosen by the employer. The employer is the “third payer.” The development of insurance exchanges or employee benefit exchanges allow an employee direct access to their own personalized benefit choices, and could eliminate the third party influence. The employee makes direct value-based decisions concerning carriers, benefits, cost sharing and more. This session will present the new model and its implications on the future of employee benefits.

2: The Strategic Planning Process – Paula Cope & Associates

Did you ever wonder why the typical American company spends barely 24 hours a year on strategic planning while the typical American wedding takes over nine months to plan? Have you ever wondered how to make strategic planning a part of everything your organization does and not just an annual event? Well stop wondering! Join us for this session on team-based strategic planning using the story of the Wizard of Oz to underscore key concepts. We'll cover:

1. Strategic Planning Basics According to the Wizard of Oz
2. Structuring and Facilitating the Process with and without the Munchkins
3. Overcoming Obstacles when the Witch Gets in Your Way
4. Making Sure There's No Place Like Home

3: Managing Relationships – Part II – Erik Thompson

This session is a continuation of Part I. It is not necessary to attend Part I to attend this session. Relationship disruptions ripple through the organization and land in the lap of HR. Key managers of businesses, non-profit institutions, families and nations consistently report that relationship changes are the most unnerving problems. Managing and preventing and preventing these rip-tides positions HR as a leader within any organization. This session will offer powerful tools for delivering accountability, and managing emotional immaturity, tension and conflict.

4: Open Floor Plan– Panel Discussion – Owen Milne

Fueled by a changing workforce, newer/faster technology, mobile communication, more collaborative management and a constant need for innovation, the workplace needs to function in a way like never before. Three organizations have recently faced this challenge and created workplaces that solve these issues and prepare them for a new generation of workers. A panel discussion will focus on factors that motivated these companies to consider a 100% open environment and the challenges with such a change. The session will end with an illustration of life before and after the move to an open plan workplace. The audience will have opportunities to ask questions and share their personal experiences and thoughts on transforming the workplace to 100% open plan. Invited panelists include: VEIC, Seventh Generation, Green Mountain Power.

5: Onboarding Techniques – Myra Handy & Karre Paterson

Surveys show that Supervisors have the largest impact on retaining and motivating employees. Whether hiring, training or addressing performance issues, the supervisor affects how the employee perceives the company and determines whether the employee will remain engaged and productive. This session will focus on the examination and the development of managers' skills to achieve best practices and organizational success from the moment the employee walks in the door!

6: Diversity Masters Series & Workforce Initiative Panel – Eric Peterson, SHRM

If HR and Diversity professionals want to get their organizations behind diversity and inclusion initiatives, they need to be skilled at making a strong business case for them. It's not enough to use the typical response of, "it's the right thing to do". We must show how these efforts will drive organizational success, sustainability, profitability and competitive advantage. In this presentation, learn how to leverage the internal processes, programs, policies, and practices within your organization as well as the external environment to build a solid Diversity and Inclusion Plan. Eric's presentation will be followed by a panel of organizations who have successfully implemented diversity initiatives in their workplaces.

Concurrent Session III

1: Reference Checking – How to Improve the Quality of Your Hires

2: Best Practices Round Table Discussion – Part II

3: Wage & Hour 201 – What is Taxable Compensation?

4: Best Places to Work Panel – Small Employers

5: HR Hypothetical – Employment Law Case Scenarios

6: The New HR: Engagement Builders

1: Reference Checking – How to Improve the Quality of Your Hires – Skill Survey

This session will examine why reference checking has not been effective traditionally; then will shine fresh light onto its modern-day evolution as an opportunity to collect 360-degree feedback that predicts performance and retention. HR professionals will discover how to add more value to the organization by improving quality-of-hire, increasing recruiting efficiency and boosting retention. The presenters will also review how Northeastern Vermont Regional Hospital has influenced the direction and selection processes by using online reference-checking. Strategies will be presented that elevate the HR function.

2: Best Practices II – Round Table Discussions – Facilitated by a VT State Council Member

Join us for this lively interactive session of best practices and hot button issues that keep HR practitioners up at night. Topics include the use of social media, health care reform, retirement/succession planning, workplace violence, wellness, and harassment. Content experts will be seated at "topic tables" where participants can ask questions, offer insights or move onto another subject. Like speed dating without the awkwardness!

3: Wage & Hour 201 - What is Taxable Compensation? – Brenda Sabin

We know that the wages you provide your employees are certainly taxable – an employee knows they will have taxes withheld from those wages when they fill out that W4. But do they know (and do you know) what other items are considered compensation that is taxable? Some wages are taxed based on the W-4 exemption withholdings while other wages may fall under "supplemental wages" and have other tax rules to follow. The IRS has some very strong rules on taxation of compensation – which may not just be CASH! Join us as we learn different forms of compensation that are taxable to the employee – and sometimes the employer!

4: Best Places to Work Panel – Small Employers - Peter Burke

This fast paced, don't skip session will be using lessons learned through Vermont and National "Best Places to Work" employee engagement and employee benefits benchmarks to illustrate what it takes to be a great place to work. Looking for simple steps you can take to improve your workplace culture and increase employee engagement? In addition, you will hear from representatives of several "Best Places to Work in Vermont" winners who will share what they have done to earn them this valuable distinction. This is the session for you and your fellow progressive HR professionals. Who knows? What you learn in this session could help you become one of the "Best Places to Work in Vermont"! Invited panelists include: Heritage Aviation, ASIC North, Hickok & Boardman, and Gallagher Flynn Company, LLP.

5: HR Hypothetical – Employment Law Case Scenarios – Dinse, Knapp & McAndrew, P.C.

The Dinse attorneys will guide the participants through a hypothetical employment situation, as experienced from inside the company/HR department with a view to discussing what to do (and not to do) in responding to a developing situation. Touching on a variety of key substantive employment law issues, the group will observe a scenario, and discuss potential next steps. With each step, the attorneys will highlight the likely legal consequences of the decisions of the group. This presentation will provide practical advice for the often complicated and sensitive employment legal issues that face HR professionals.

6: The New HR: Engagement Builders – Jen Shirvani

HR pros know that exceptional performance is the perfect alignment of skills, rewards, feedback, management style, measurement and culture. Keeping employees engaged today require organizations to stay in tune with what is most important to them (not pay and benefits). Learn how to identify the key factors critical to employee engagement and the ways to uncover what really motivates your workforce. This session will provide you with some practical strategies to take back to your organization and tools to partner with your leaders to increase employee engagement.

Concurrent Sessions – IV

1: Adopting a Customer Service Philosophy

2: Best Places to Work Panel – Medium/Large Employers

3: Healthcare Reform Act Update

4: Shackleton: Our First Engaged Leader

5: Labor Philosophy & Social Media Policies

6: Creating Community in a Diverse Workforce – Panel Discussion

1: Adopting a Customer Service Philosophy – Eric Hebert

This session will be an open discussion on the importance of customer service and the customer experience. The discussion will include defining your customers, understanding the impact that non-externally facing employees have on clients, the customer experience continuum and dealing with some of the negative factors which can lead to non-optimal interactions.

2: Best Places to Work Panel - Medium/Large Employers – Peter Burke

This fast paced, don't skip session will be using lessons learned through Vermont and National "Best Places to Work" employee engagement and employee benefits benchmarks to illustrate what it takes to be a great place to work. Looking for simple steps you can take to improve your workplace culture and increase employee engagement? In addition, you will hear from representatives of several "Best Places to Work in Vermont" winners who will share what they have done to earn them the valuable distinction. This is the session for you and your fellow progressive HR professionals. Who knows? What you learn in this session could help you become one of the "Best Places to Work in Vermont"!! Invited panelists include: King Arthur Flour, Merchants Bank, Green Mountain Coffee Roasters and Vermont Energy Investment Corp.

3: Healthcare Reform Update – Kevin Goddard, VP & Catherine Hamilton, Ph.D., VP

Under the Patient Protection and Affordable Care Act, sweeping changes have been made to the nation's health care system. Some of these changes have already been implemented effective September 23, 2010, but many more are coming over the next three years. Proposals in Vermont are to take these reforms even further. Come learn about what changes have been proposed in Washington and in Vermont and how these could affect your business now and in 2014.

- Understand the immediate impacts of PPACA on your business
- Understand what will change in 2014 in the health care Exchange marketplace
- Learn about how the Exchanges work in Vermont
- Learn about what BCBSVT is doing to educate and support Vermonters regarding the upcoming changes.

4: Shackleton: Our First Engaged Leader – Bob Kelleher

This presentation utilizes video and facilitation to highlight the key leadership principles of famed Antarctic explorer, Ernest Shackleton. An early pioneer of employee engagement, he proved in 1914 that a combination of vision, careful staff selection, inspirational leadership and diligent planning is particularly helpful as a teambuilding event or before a team tackles difficult assignments.

5: Labor Philosophy and Social Media Policies – John Maitland & Elizabeth Rattigan

Using real-world examples, John Maitland and Beth Rattigan will focus on two interrelated topics: developing a labor philosophy and drafting an effective social media policy. John will guide you through the practical considerations necessary for senior management to establish an effective labor philosophy. If you value effective advance planning and thoughtful organizational analysis, you will enjoy and learn from this interactive presentation. Beth will clarify the complex rules surrounding the drafting of effective social media policies. Using a broad array of examples, she will help you find the best policy for your needs.

6: Creating Community in a Diverse Workforce – Kerin Stackpole, Esq.

Diversity comes in all shapes, sizes, colors and varieties. Come learn about strategies within various workforce settings through which employees of diverse backgrounds can find and build support for themselves and others to create a more vibrant and inclusive working environment. Invited Panelists include: UVM, IBM, GE Healthcare, VABIR and the Burlington School District.

Our Featured Speakers (alphabetical order)

Michael Bartkus of SkillSurvey has helped HR leaders at hundreds of organizations improve their quality-of-hire, increase their recruiting efficiency and implement best-practices for hiring. His company's work includes helping New England area organizations like Northeastern Vermont Regional Hospital and others. He is an expert at leveraging technology to drive behavioral reference-checking programs. Before joining SkillSurvey, he held leadership positions with several other leading technology firms and has over 10 years' experience maximizing results for clients through the use of technology and emerging platforms.

Dr. Dan Balon, Director of Diversity and Equity, Burlington School District, largest and most racially/ethnically diverse PK-12 school system: Dr. Balon is also President of Barkada Consulting Network, www.BarkadaConsulting.net, a social change and professional development organization serving difference-makers since 1991. He recently was appointed District Equity Officer for Employment and Retention to initiate efforts to recruit, hire and retain diverse, culturally-competent candidates for teacher and administrative positions.

Jonathan “Brew” Brewer is the Director of Awesome at Meet-Meme, a social trading engagement company. He specializes in social media strategy and ROI, Twitter analytics, and social technologies like QR Codes helping companies increase their marketing presence and online efforts.

Peter B. Burke started Best Companies Group in January of 2004. Since its inception, Best Companies Group has established and now manages 40 “Best Places to Work” programs on regional, state-wide, national and international stages. Peter creates and executes the strategic plan for the company which includes finding and creating new programs, establishing and developing partner relations and overseeing the company's research and list determination operations. Peter speaks and presents across the country and internationally using data collected from over 3,000 organizations surveyed every year.

Paula Cope is President & CEO of Cope & Associates, Inc., a management consulting and training firm based in Shelburne, Vermont since 1991. Paula is a consultant, facilitator, and trainer specializing in management and organization development, succession planning and transition and strategic planning. In 2005, Paula was named Small Business Woman of the Year by the Small Business Administration. Some of her clients include: Burton

Snowboards, VSECU, The Vermont Captive Insurance Association, the State of Vermont, and the U.S. Department of Homeland Security. Paula designed the International Center for Captive Insurance Education including its innovative model, curricula, professional designation, and business plan.

Bob Gaydos is a Principal at Digital Benefit Advisors, the nation's leading employee benefits agency specializing in insurance for small and mid-sized companies. Bob became an independent agent in 1990 and, after several years of building a strong clientele, joined forces with Deb Loughlin. Together, they created the Benefit Group of New England (BGNE), which served more than 300 employers with nearly 20,000 members. In 1999, Gaydos co-founded Choice Plus of New England, a plan manager of ERISA health plans, which grew to over 100 employer groups (Choice Plus was later sold to Medical Claims Service).

Kevin Goddard, Vice President of Sales and External Affairs, has designed and managed Blue Cross and Blue Shield of Vermont's legislative, regulatory, communications, advertising, public and community relations programs for over 20 years. Prior to joining the plan, he was a wire service reporter, State House correspondent and daily newspaper editor. He helped create the Vermont Caring for Children Foundation and serves on its Board of Directors. He is an alumnus of St. Michael's College. He has served as an advisor to the St. Michael's College student newspaper, and as an adjunct professor, teaching journalism, at Vermont Technical College in Randolph.

Catherine Hamilton, Ph.D., Vice President of Planning is responsible for the development and monitoring of the strategic business plan, general management of the individual and senior markets, and oversees federal health care reform. Before joining the Plan in 1997, she worked for the Mayor's Office of Medicaid Managed Care and in the Office of Public Affairs in New York City. She is a graduate of Bowdoin College and holds a Ph.D. in Public Administration from New York University. She is an adjunct professor at the University of Vermont Graduate Business School and has served on a variety of non-profit boards in Chittenden county.

Betty Ann Gwatkin is Vice President of Human Resources for Northeastern Vermont Regional Hospital. She has worked in the Human Resources field for over 15 years. She has an MBA in Human Resources from Suffolk University's Sawyer School of Management.

Myra Handy, is a Clinical Manager at INVEST EAP. An important part of her work is helping supervisors think through complex problems encountered in the workplace, brainstorm solutions and take action steps toward resolution. She consults on a daily basis with managers whose employees are exhibiting performance problems or general stress, depression and anxiety that, if not addressed, could lead to performance problems. Collaborating with managers from a broad range of organizations is one of the most vital and fascinating aspects of Myra's work.

Eric Hebert is President & CEO of Vermont Panurgy Inc.. He has been providing organizations of all sizes with customer service, sales and leadership training for over 15 years. A graduate of the University of Buffalo, Eric has held senior leadership positions in companies such as Gateway Computers and Intuit. He has conducted classes on these subjects for students of MIT's Sloan School of Business and is currently providing consulting and training services for some of the most well-respected organizations in Vermont.

Bob Kelleher can be seen or heard on national media and is a frequent guest writer for many national publications. Additionally, Bob is the founder of The Employee Engagement Group (<https://www.employeeengagement.com>), a global consulting firm that works with leadership teams to implement best in class leadership and employee engagement programs, including the world's first virtual cloud based employee engagement resource center, The Employee Engagement Library, soon to be featured in Training Magazine.

Johan W.E. Maitland, JD, SPHR, a partner in the law firm of Downs Rachlin Martin PLLC, represents employers on a wide variety of labor and employment law issues. Combining his legal training with his Senior Professional in Human Resources (SPHR) certification, John works with clients to develop solutions that integrate (i) legal compliance, (ii) good human resource practices and (iii) strategic alignment with the organization's mission. John knows the practical and legal considerations of both non-union and unionized workforces, and he is able to help employers identify and implement effective resolutions to difficult problems.

Robert McKearin has been practicing law with Dinse Knapp McAndrew since 1978. For more than 20 years his primary focus has been on employment law and, as with the entire firm employment group, his work is almost exclusively with employers. His practice includes trial work in state and federal court and, increasingly, consulting with clients on all employment law issues to help them comply with the law and avoid litigation.

Amy M. McLaughlin is a director with Dinse Knapp & McAndrew in Burlington, Vermont and is co-chair of the employment practice group. She draws on both her legal knowledge and her Senior Professional in Human Resources (SPHR) certification to help clients develop effective workplace policies and manage sensitive employment issues on a daily basis. In addition, Ms. McLaughlin defends employers in state and federal courts and before administrative agencies in a broad spectrum of employment cases. She also regularly provides compliance training on a variety of employment-related topics.

Owen Milne is the Manager of Corporate Accounts and Integrated Interiors for Red Thread. Red Thread exists to support and enhance connections within the workplace through the implementation of their products and services. Owen consults with companies on the strategic use of their real estate to achieve organizational goals. In addition, Owen has been on the Board of Directors at the Northeast Disabled Athletics Association and VT Green Building Network, as well as serving on two governor appointed positions with Vermont. He is also the recipient of VT Business Magazine's "Rising Star Award", and most recently received the Governor's Award for Advocacy of Employment for the Disabled.

Jeffrey Nolan's litigation and counseling practice with Dinse, Knapp & McAndrew, P.C. focuses on representing employers and institutions of higher education in employment and student-related matters, advising on the resolution and legal implications of employment and student-related issues on a day-to-day basis, and assisting in the development and implementation of appropriate policies, handbooks and training programs.

Karre Paterson, Program and Account Manager, is a key member of INVEST EAP's Management team. Since 1999, Karre has worked with Vermont businesses large and small assisting in the implementation of the workplace tools inherent in an EAP. Training both employees and supervisors all over the state; seeing first hand what works and how businesses can improve, Karre brings her many years of workplace leadership and the EAP vantage point together in this training.

Eric Peterson is Manager of Diversity and Inclusion Initiatives, Eric works directly with the Director of Diversity and Inclusion Initiatives to position SHRM as a leader in the diversity management and inclusion field. He acts as a thought leader, champion, and project lead in the design and implementation of innovative diversity strategies. Additionally, Eric will work with SHRM Staff to effectively respond to member inquiries regarding the SHRM Diversity Initiative; manage selected partnerships and alliances established by SHRM; and represent SHRM in interactions with external diversity-related organizations.

Elizabeth Rattigan is a partner in the law firm of Downs Rachlin Martin PLLC, representing employers on a wide variety of labor and employment law issues. Beth represents large and small businesses throughout New Hampshire and Vermont in lawsuits and administrative proceedings arising out of all aspects of the employment relationship, including discrimination claims, harassment claims, retaliation, wrongful termination, trade secrets,

non-competition, wage and hour disputes and other workplace issues. Beth regularly provides advice and training to management in order to strengthen employment practices.

Brenda Sabin has worked in the HR field for over twenty years. For thirteen of those years, she was the Payroll and Benefits Manager for a major and rapidly growing national company based in Vermont. After leaving the corporate world in 2003, Brenda founded a consulting and training business. Key Concepts, LLC is an organization dedicated to providing a wide array of benefits, communications and awareness programs for employees of small to medium sized organizations. Additionally, Brenda conducts a variety of workshops nationally that focus on HR-related regulatory compliance, best practice procedures and benefits administration for employers of all sizes.

Jen Shirvani is the CEO of Penumbra Group and has spent over twenty years as a learning and development specialist, trainer and speaker. Her topics are presented from a leadership perspective filled with practical strategies and immediately useable tips. She lives in New England where she oversees a national talent management firm. Jen focuses on communication skills and on making common sense more common!

Kerin E. Stackpole, Esq., SPHR is Of the Counsel at Paul, Frank & Collins P.C. and focuses her practice on labor and employment issues. Kerin helps management teams strategically grow, develop and engage with their employees. She provides litigation defense, advocacy in courts, administrative proceedings and arbitrations. Kerin works in partnership with management to craft and implement effective personnel policies and to negotiate and manage collective bargaining agreements and union relationships.

Erik Thompson founded Thompson Leadership Development, an executive coaching firm. Each week, he delivers high-powered leadership development, coaching and training to executives and their leadership teams throughout the United States. Erik is the President of the Board of the Vermont Center for Family Studies. He is also a licensed Psychologist and is a former actor.

Sophie Zdatny is an associate with Dinse Knapp McAndrew in Burlington, Vermont, where she is a member of the firm's employment practice and litigation groups. She defends employers in state and federal court, as well as before administrative agencies in employment cases. She also advises clients on insurance coverage and ERISA issues.

Meet-Meme is the ultimate entertainment - Join us for a lively, interactive social networking session led by Jonathan Brewer. Create your own trading cards, meet new people, and learn about social media and spin to win prizes! Games include Free-Style Scavenger Hunt – use the Meet-Meme trading cards provided by the Conference, and trade cards with people as you meet them. Make the information on their trading user's online and offline tells a story about the individual and stats, bio, networks, contact info, It's incredibly simple, meet, scan and quickly connect anywhere.



Have fun – Win prizes!

Registration for the Extreme HR Makeover • September 17 & 18, 2012

Name	Certification	SHRM Member (Yes or No)
Title	Organization	
Street/PO Box		
City/State/Zip		
Phone	Email	

CONCURRENT SESSIONS: Please check one concurrent session in each time slot.

FIRST COME; FIRST SERVED. REGISTER EARLY TO GET INTO THE SESSION OF YOUR CHOICE!

Please indicate first choice (1) and a second choice (2) for each group session.

Monday, September 17 at 10:45 a.m.
Day 1 CONCURRENT SESSION I

- Best Practices Round Table Discussion – Part I
- Managing Relationships – Part I
- Twitter 101 – Social Media Training
- Wage and Hour 101 – What is Compensation?
- Channeling Sherlock Holmes: Conducting an Effective Workplace Investigation
- Cultural Competency Assessment Models

Monday, September 17 at 3:15 p.m.
Day 1 CONCURRENT SESSION III

- Reference Checking – Improving the Quality of Your Hires
- Best Practices Round Table Discussion – Part II
- Wage and Hour 201 – What is Taxable Comp.?
- Best Places to Work Panel – Small Employers
- HR Hypothetical: Employment Law Case Scenarios
- The New HR: Engagement Builders

Monday, September 17 at 1:30 p.m.
Day 1 CONCURRENT SESSION II

- Vermont's New Health Care: Benefit Exchanges
- Strategic Planning and the Wizard of Oz
- Managing Relationships – Part II
- Open Floor Plan – Panel Discussion
- Onboarding Techniques
- Diversity Master Series & Workforce Initiative Panel

This session is from 1:30 p.m. to 4:30 p.m.

Tuesday, September 18 at 10:45 a.m.
Day 2 CONCURRENT SESSION IV

- Check here to have breakfast with Pam Green, SHRM speaker, First 50 participants will be selected. *See confirmation email to confirm reservation.*
- Adopting a Customer Service Philosophy
- Best Places to Work Panel – Large Employers
- Health Care Reform Act Update
- Shackleton: Our First Engaged Leader
- Labor Philosophy & Social Media Policies
- Creating Community in a Diverse Workforce Panel

Two-Day Conference Registration fee: \$299.00

This fee includes two days of conference workshops, two lunches, refreshments, conference tote bag, and a link to our website to download copies of handouts. Please let us know if you have special dietary or accessibility needs.

Day One Dinner and Evening Entertainment (Meet-Meme) – join us for food and a unique social networking opportunity on Monday, September 17th: includes appetizers, dinner, dessert, coffee, tax & gratuity along with great entertainment! **Fee: \$40.00**

Day Two Conference Registration fee: \$199.00

Register Online OR Send registration form and payment to:



SHRM Vermont State Council Human Resources Conference
 c/o Delaney Meeting & Event Management
 1 Mill St, Suite 315
 Burlington, VT 05401

Form of payment: Check enclosed payable to: SHRM Vermont State Council

Please charge my: Visa MasterCard American Express in the amount of

\$ _____ \$299 each for the full conference	\$ _____ \$199 each for Monday, 9/17 ONLY
\$ _____ \$199 each for Tuesday, 9/18 ONLY	\$ _____ \$ 40 each for the Day 1 Dinner/Entertainment
\$ _____ TOTAL	

Card Number	Expiration date (month/year)
Print Name as it appears on the card	Authorized Signature

REGISTRATION DEADLINE AND CANCELLATION POLICY:

Please pre-register by August 31, 2012. Cancellations received prior to the 31st will receive a refund minus a \$50 administrative fee. Cancellations received after September 1st are nonrefundable but substitutions from your organization are allowed.

LODGING:

A limited number of rooms have been reserved at the Sheraton Burlington Conference Center. Call (802) 865-6600 and let them know you are attending the Vermont State HR Conference for the special rate of \$159 per night plus tax. **You must reserve a room by Thursday, August 25, 2012 in order to be eligible for this reduced rate.**

DIRECTIONS:

For detailed directions, visit the Sheraton's website at http://deals.sheraton.com/Sheraton-Burlington-Hotel-606/so.htm?PS=PS_aa_NorthBosChi_Google_sheraton_hotel_burlington_Exact_120810_NAD_FM

QUESTIONS?

Contact Delaney Meeting & Event Management – Telephone 802-865-5202, Fax 802-865-8066 or email at info@delaneymeetingevent.com



SHRM Vermont State Council HR Conference
c/o Delaney Meeting & Event Management
1 Mill Street, #301
Burlington, VT 05401

*Join your HR colleagues for the
12th Annual VT Human
Resources State Conference*