



Volusia/Flagler SHRM

Volume 4, Issue 2

July 2013



SAVE THE DATE!!! WEDNESDAY, JULY 17, 2013

MEETINGS

Meetings are held on the 3rd Wednesday of every month. See page 6 for more information on upcoming meetings.



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Daytona State College and the Volusia/Flagler Society for Human Resource Management invite you to attend:

Sexual Harassment & Workplace Violence: An Employer's Guide to Prevention & Compliance with Regulations

Sexual harassment, sexual violence and workplace violence are increasing concerns for employers as they seek to avoid employees' civil claims about hostile work environment and employment discrimination. Employers should take swift and corrective actions to ensure the work environment of all employees, including managers, is free of any form of sex discrimination that violates their employees' workplace civil rights.

Topics include: • Laws enforced by the EEOC • Defining sexual harassment, sexual violence and workplace violence in the work environment • Prohibited workplace activities • Employer's responsibilities to maintain a non-hostile work environment • Conducting an internal investigation of an employee's sexual harassment, sexual violence and/or workplace violence complaint • Litigation exposure

Presenter: Marvin C. Frazier is a Federal Alternate Dispute Resolution (ADR) Mediator with the United States Equal Employment Opportunity Commission's (EEOC) Miami District Office. During his 30+ years as an EEOC investigator, management official and federal mediator, Mr. Frazier has mediated, investigated and supervised investigations of several hundred cases involving sexual harassment, sexual violence and workplace violence. He is highly regarded as a knowledgeable and experienced EEO expert by plaintiff and defense labor lawyers, as well as employers.

7:15 – 8:15 a.m. Registration/Deluxe Continental Breakfast/Networking

8:15 – 10:15 a.m. Educational Program

10:15 – 10:45 a.m. Q&A, Networking

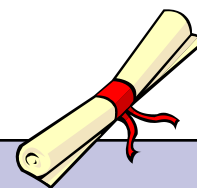
Location: Daytona State College, Bergengren Hall (Bldg. 110, Rm. 112) 1200 W. International Speedway Blvd. Daytona Beach

Fee: \$25 in advance (via [PayPal](#) by July 12, 2013 use link on attached) ; \$30 at door

Please visit <http://volusiaflagler.shrm.org> or call 386.239.7212 for more information.

This program has been submitted for two general recertification credits toward PHR, SPHR and GPHR through the HR Certification Institute.

Certification

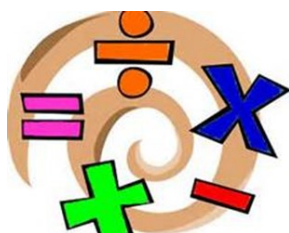


Get Certified with the help of your local chapter!!

The Basics of Andragogy

In past articles about certification, I've put in the basics: info about certification, requirements, dates, times, and costs, etc. This year I decided to do a series of articles about learning experiences in order to make the information a little more "human" in hopes of increasing interest and hopefully improving our chapter's pass rates. Last quarter I shared mine and other's experiences when going through the studying process and exam. For instance, studying was hard and the thought of not passing was scary. I also wrote that when I got to question 50, I looked up at the top to make sure I was in the right exam!

This quarter I'm going to touch on a big, fancy term called *andragogy*, which very well could be on the exam and/or something that perhaps may be applied in general work life. But first, a statistic :



The national pass rate for the PHR is roughly 60%. The chapter's pass rate for 2011 and 2012 combined is 38%. That is just over 1/2 the national average. Our goal is to shift some thinking and encourage you to do some self-assessments. Possibly that rate is due to a lack of understanding of the basics of andragogy.

O.K., in case you didn't already know, andragogy (an-druh-goh-jee) means adult learning. As you'll see below, andragogy can be expressed as the "why" of learning. The Human Resource Development module will give a little more information as well as other theories on the general subject of adult learning.

As professionals, we already "teach" adults and try to get our points across every day. For example, a sales person customizes his/her proposal (or educational approach) to a prospect in order to obtain a sale (the desired outcome); HR customizes the presentation (or educational approach) of information sharing to a particular person or group to help employees learn, achieve goals, or modify a behavior (the desired outcome). For a moment, I ask that you change seats from teacher to student. Think about *why*, as an adult, you want to learn something...the basics of andragogy:

Need-to-Know Basis: From your personal perspective, *why* do you need to learn something? I have a need to find an answer. As we mature, our motivation to learn tends to come more from within than when we were younger. (I know this one to be a fact for myself.)

Foundation: Experience and prior knowledge will provide the basis for advanced learning. To me this is where your "body of knowledge" becomes the key for passing the exam and being successful at your job.

Self-Concept: Look within. You are probably responsible right now for more than you ever have been. You're in charge. Decide that it's time to learn and pass! Go get that PHR or SPHR.

Readiness: Learning is a lot more fun and easier if you know that what you're putting effort toward will pay off and you will be able to apply your recently gained knowledge.

Orientation: Today you may seek some knowledge because you need to solve a situation or simply want to have advanced information on a subject. What is your desire to learn centered around?

Motivation: As adults we tend to respond better to learning on our own than being told to learn something. (Again, I know this one to be a fact for myself.) But it appears we've gone full-circle...perhaps motivation comes from the assessment of the "need-to-know" basis.

Next quarter's article is entitled *Determine Your Learning Style*. So now that you know the basics of andragogy (the why's of learning), next quarter you will be able to pair with it the most effective learning style (the how's of learning) so that you can be even more successful in your learning experience..

Jeffrey Bissell, CPP, PHR ~ V/F SHRM Certification Chair ~ jbissell@vision-hr.com

DIVERSITY

2013 Board of Directors

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The Board of Directors is always looking for individuals interested in serving on Committees. Please see a Member of the Board for more information.

CRAFTING A DIVERSE LEADERSHIP TEAM

"I can do what you can't do and you can do what I can't do. Together we can do great things." ~ Mother Teresa

Insecure leaders don't like diversity. They shortchange their organization because they're uncomfortable with people who have different skills than they do. They're threatened by the thought of someone else being better than they are in a particular area of leadership. For this reason, insecure leaders design cookie-cutter teams. They want teammates to think like them, act like them, and have the same strengths as them—and to be slightly less competent than they are.

Rather than stocking a team with individuals of similar skills, wise leaders recruit teammates with diverse abilities. They bring together an array of gifts and talents along with an assortment of life experiences to create a well-rounded leadership team. A diverse team has higher capacity than a homogeneous one since it is better prepared to face the wide-ranging challenges of leadership. Additionally, diverse teams have increased influence because each member can tap into a different circle of influence.

Life experience has taught me that, on my own, my leadership skills are insufficient to accomplish my vision. To maximize my influence, I must partner with a team of leaders who possess strengths in areas where I am weak. I've identified ten styles of leadership that I consider indispensable to the health of an organization; a deficit in any one of them places limitations on growth. Personally, I am only strong in three of the ten styles of leadership. I have to recruit teammates to help me in the others.

Stay tuned for Part 2 when we explore **10 Leadership Styles Needed for Developing a Leadership Team**

LEADERSHIP WIRED *THE JOHN MAXWELL COMPANY LEADERSHIP BLOG*,
 By John C. Maxwell, June 13, 2013


New Members

We've had another amazing quarter for new members! Please **join us in welcoming the following:**

- David Bernard—ADP
- Linda DeBree—CRG Global
- Maureen Gochee
- Frederick Hering—MASCO
- Lindsay Hood—Department of Education
- Jennifer Lee—Daytona Beach Kennel Club
- Fabian Manigault—Bethune-Cookman University
- Rachel Joye—Daytona Beach Kennel Club



Thank you all for your continued support and spreading the word of our great Chapter!



Volusia/Flagler SHRM

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If your company would like to become a chapter sponsor, please send an email to DaytonaSHRM@gmail.com

or call Claire Venables (386)-253-3333

Upcoming Events

2013 HR FLORIDA CONFERENCE & EXPO

August 19-21, 2013

Hilton Bonnet Creek, Orlando, Florida

www.hrfloridaconference.org



July 17, 2013—Sexual Harassment & Workplace Violence at Daytona State College presented by Marvin Frazier, EEOC Officer

August 28, 2013—Social—hosted in the evening, TBD

September 18, 2013—Wellness At Work presented by Dr. Alma Dixon from Bethune-Cookman University

October 16, 2013—FMLA/ADA/Workers Comp Triangle presented by Gregg Gerlach of Harper Gerlach Labor & Employment Attorneys

November 13, 2013—Workplace Diversity presented by Dr. Robin Roberts of Embry-Riddle Aeronautical University

December 11, 2013—Members' Annual Appreciation Breakfast & Officers' Installation



Please check out our website at <http://volusiaflagler.shrm.org> for information on upcoming meetings and events. Chapter meetings are held the 3rd Wednesday of every month at the Daytona Beach International Airport.

Note from the President



John Kirkman, PHR
2013 Chapter President

The CBE Summit last month at the Daytona Beach Hilton was one of the best ever. Joyce Chastain (State SHRM President) packed the house with (2) two session overviews on Health Care Reform. Her sessions were the most attend with over 65% of the attendees front and center to learn more about this constantly changing legislation. **Just a reminder!** The EEOC seminar is coming up on July 17th. This is a perfect opportunity to send your managers and supervisors to be trained on this important topic and check off one of your training agendas for 2013. We have almost 50 attendees already signed up and space is limited, so do not miss out on this informative event. More information regarding this seminar is included in the newsletter. We hope to see you and your team there!!

In addition, the Florida State SHRM Conference (August 19th – 21st) is just around the corner as well. We have 31 members attending to date and there is still time if you want to join us. This is one of the largest groups we have representing our Chapter. We will be organizing a dinner for Monday night for a time of fellowship and fun.

Finally, I want to take my hat off and say a special thank you to our 2013 board. They have worked hard the first half of the year and the results are showing it. We still have some great speakers and events planned for the remainder of the year (like our evening Social on August 28th).

The Art of Employee Appreciation: Six Simple Strategies That Reap Real Rewards

When a climate of support and acknowledgement exists in the workplace, employees are happier, more productive and have a stronger commitment to their organization. How do you harness the power of T.H.A.N.K.S.? Here are six proven gratitude strategies (Grategies) that work.

T = TRUST is the foundation of a productive work environment. Build confidence by emphasizing mutual goals, sharing corporate mission and values, and treating employees as partners. Do the right thing - always. Any short-term costs incurred while maintaining integrity is made up by increased employee dedication and trust.

H = HELP your staff envision their career path within the organization. Ask about their professional aspirations and work out a plan to help them attain their goals. Provide opportunities for training and development that capitalize on your employee's strengths.

A = APPLAUD the efforts of your team members. Remember, what gets recognized gets repeated. Be specific in your praise, and how their actions were beneficial to the firm. Put your appreciation in writing whenever possible. Handwritten notes have an enormous impact on those receiving them.

N = NAVIGATE work/life balance. It's been said that while on their deathbed, no one ever wished they spent more time at the office. Realize that your employees have lives outside of work and look for ways to accommodate how the work gets done. Explore options such as telecommuting, flex-hours and comp time.

K = KNOW your staff. Listen to and show interest in your team members. What do they like to do? What do they feel are their biggest strengths? What are their goals? Simply asking questions in a safe environment makes a positive impression. Start early in the process and ask questions over time, making it part of your culture.

S = SERVE your team. If someone is struggling with an assignment, pitch in and help. Create an environment of service that permeates all levels of the organization. Encourage, energize, and empathize - lead with your heart. Express a sincere willingness to serve. If your heart is not in your acts of service, your staff will know it.

When your employees **TRUST** you, they perform at a higher level. When you **HELP** them envision their career path, your staff members engage. When you **APPLAUD** their efforts, they are proud to work for you. When you help them **NAVIGATE** work/life balance issues, you reduce their stress. When you get to **KNOW** them, you make you employees feel significant. And when you **SERVE** them, they feel included in the process. Harness the power of T.H.A.N.K.S. and your organization will reap the rewards.

As Founder of Grategy, Lisa Ryan works with corporations, associations, and non-profits. She inspires her audiences to create a culture of appreciation for stronger relationships, improved health and increased profits. She is the author of three books, and her proven gratitude technology (Grategy) is featured in two movies, *The Keeper of the Keys*, where she co-stars with Jack Canfield, of *Chicken Soup for the Soul*, and *The Gratitude Experiment*. Bring Lisa to your next event:

www.grategy.com, lisa@grategy.com , or 216-225-8027.