



AFFILIATE OF



Dates and Events To Remember



November 8th
HR Legal Update
Breakfast Meeting
7:30 am – 9:00 am
Waterfront
Conference Center

December 13th
SHRM State
Convention Info.
Sharing
Members Only
3:00 pm
Waterfront
Conference Center

From Your Vice President, Karen Schultz

As discussed in the last newsletter, in upcoming TAHRA newsletters I will share excerpts from several presentations I attended at the SHRM Annual Conference in San Diego last June.

One of my favorite sessions, and one that many of you may be able to relate to, follows!

[Managing Difficult People Effectively](#)

Session presented by Roberta Shaler, PhD
OptimizeInstitute.com

SHRM conference June 2005, San Diego, CA
Attended by Karen Schultz, Vice President of TAHRA

Life seems to continually offer us challenges working with difficult people or coaching others to manage or work with difficult people.

According to research done by the Dana Mediation Institute, 42% of an employee's time is spent engaging in conflict resolution and 19% of workers are actively dis-engaged. With these statistics, we are encouraged to consistently ask ourselves the question, "Can we afford it?"

Roberta Shaler provided her audience with a comparison of difficult people compared to a Rhinoceros!

Difficult people are often territorial, short sighted, fearful, defensive and offensive. They typically won't let anyone in, if anyone tries to get past his or her territory - they charge. While this may be frustrating for us, she asked participants to imagine the Rhino-the person we are having difficulty with-as soft on the inside and coming from a place of insecurity or fear vs. the rough exterior,

She also asked us to consider what the Rhino is not getting that they need or want that may be causing them to be so difficult to work with. If we are able to identify what it is they need, what is the impact to ourselves, others and the organization if we give it to them?

We may also consider changing our approach with this person rather than trying to change their behavior. Changing our approach may be better in the long run, as changing behavior that is ingrained likely will not be successful. Whether you like them or not is immaterial; we need to have the confidence to cope with the situation.

Strategies required for dealing with difficult people:

- Decide what is acceptable behavior to you
- Set the boundaries, tell them how we expect them to behave
- Ask for respect
- Change approach rather than blame
- Timing is everything; anger takes time to subside (leave them alone – do not interact for at least 120 minutes)

Seven Step Strategy suggested for dealing with difficult people:**1. Name/Identify the problem**

Do we see the issue in the same way? Prepare. Do your homework - think it through

2. Claim what you see as a result of this exchange

Goal for the conversation... I see we have an issue – here is what I think

I would like to resolve it

I would like to know if you agree

vs. I think you are behaving immaturely. Keep focused on the behavior

3. Explore the issue together

Brainstorm possible paths – what are we willing to do about it?

Be adult in conversations

4. Expand what might happen if

Think it through

5. Act

Agree on action

6. Agree on the order to accomplish

Sit together on the same side looking at the issue together (vs. opposite sides)

7. Evaluate

Keep doing this until you can confirm the agreements have been kept

If they are not, you have documentation that you have addressed the issue

I appreciated the step by step approach to dealing with difficult people, and the reminders of focusing on the behaviors, but my strongest message from the session was to consider that at any given time, I may also be exhibiting Rhino behavior to someone else!

Success depends not merely on how well you do the things you enjoy, but how conscientiously you perform those duties you don't.

TAHRA MEMBERSHIP DRIVE 2005

TAHRA is sponsoring a membership drive again this year. As an organization, TAHRA is committed to advancing both the human resource profession and the capabilities of HR professionals in our community. The goal of our membership drive is to increase by **twelve** the number of qualified HR professionals in our organization, six of whom should be SHRM members.

We are looking for our members to help recruit new members. We will be awarding the member with the most recruits with a \$100 award. TAHRA members can identify TAHRA recruits from various sources. These include previous members, SHRM members not currently in a local chapter, Chamber of Commerce members, and most importantly, other HR professionals from Traverse City area businesses.

To date, we have accepted six new members this season; two of these are SHRM members:

Ron Smith, Bill Marsh (SHRM member)
Cathy Maddasion, Inland Seas
Donna Cameron, Meadow Brook Medical Care (SHRM member)
Christy Rosinski; Manpower
Carrie Smith, Northwestern Bank
Gail Lemcool, C&H Maintenance

If you have not had the opportunity to meet them, please seek them out at the next meeting and introduce yourself to them.

As a current member, if you have a potential new member that you would like to bring to a TAHRA meeting as a guest, contact our Membership VP Karyn Oncu. She can arrange for this person to attend, and you can be on your way toward receiving the Membership Drive award!

If you have any questions about the Membership Drive, you can contact Karyn Oncu at 231-946-1057 or koncu@gtcontainer.com

Karen Oncu
Membership Vice President

Diversity Tips and Tidbits...

How does your organization define diversity? This is a provocative question for HR professionals and the organizations they serve. The answer to this question is the foundation on which to institute a workforce diversity program. "Diversity: the condition of being diverse." (The Merriam-Webster Dictionary). Some of our TAHRA members have made reference to ensuring that diversity initiatives are focused on being inclusive, going beyond race and gender. Jane Paradiso, Watson Wyatt Worldwide (April 2005) offers factors for consideration that include: perspectives, background, experiences, culture, and operating styles.

If you are a SHRM member, you can check out the replay (# 102536) web cast of "Executive Diversity: Room at the Top" at <http://shrm.org/diversity/WEBCAST/05paradiso.asp>. This is an informative web cast presented by Jane Paradiso, Manager, National Workforce Planning Practice, Watson Wyatt. The presentation covers talking points such as defining diversity, building a business case for diversity, issues in the boardroom, related statistics, and best practices.

Please do share any ideas you have for diversity programming, community resources, speaker contacts, or best practice information. I can be reached at (231)398-3855 or alm@littlerivercasinos.com.

Al Muma, SPHR
Diversity Advocate

December TAHRA Meeting

The December TAHRA meeting will be an afternoon meeting starting at 3:00 p.m. Appetizers and drinks will be available. This "Members Only" meeting will be an HR round table discussion with member volunteers presenting information received at the Michigan SHRM State Conference and the SHRM Leadership Conference. Topics will include: a look at economic diversity and how a company in Grand Rapids has made strides in bridging this gap; "walking the talk;" equine behavior and how we can apply it to the business world; and, HR agendas and practices.

The December meeting and the above format has always been well received. So please plan on joining us on December 13th at 3:00 p.m. at the Waterfront Conference Center.

Welcome to our new Board Member, Terrie Kopkau!

Please join us in welcoming Terrie Kopkau to the TAHRA Leadership Board as our **Certification Representative**.

Terrie is the Director of Human Resources at the Grand Traverse Resort and Spa in Acme and can be reached at 231-938-5419 (phone) or tkopkau@gtresort.com

We would like to form a study group this year to help you achieve your certification goal. There is also scholarship money available for TAHRA members who are SHRM members and interested in certification. . Please contact Terrie if you are interested in learning more.

Green Light Given to the e-Mentoring Program

We are proud to announce that the e-Mentoring program is up and running. The Traverse Area Human Resources Association and UnitedWay YouthFriends have partnered for the 2005-2006 school year to help mentor students. Many thanks to the 11 Volunteers from TAHRA that will exchange weekly emails with Central High School students beginning November 1st.

The e-Mentoring program is designed to help students improve their communication and letter writing skills, as well as obtain valuable information about the workplace and careers. We are looking forward to an exciting year of working with the students. If you or someone you know is interested in volunteering for the e-Mentoring program, please contact Lori Kerlin, TAHRA's School-to-Work Chair, at 231-645-0169 or lkerlin@progressive-dev.com.

Lori Kerlin
School-to-Work Chair

Don't Miss

The 2005 Business Expo "Building Profitable Relationships"

Located at the Grand Traverse Resort & Spa

Tuesday, November 8, 2005

Business Expo Show Hours: 9:00am – 6:00am

Attend the region's premier Business Expo and experience how you will ultimately *Build Profitable Relationships*. Last year, over 130 exhibitors and more than 1,000 attendees took part in the Business Expo & Economic Forecast Breakfast at the Grand Traverse Resort & Spa.

This is a great opportunity to build profitable relationships with local businesses that can help develop your business to be among the first to discover new products and services being introduced in our region, and to network!

Pre-register online at www.tcchamber.org

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"As soon as I get organized, I promise to make room in my schedule to attend last week's time management seminar."

Great leaders never set themselves above their followers except in carrying out their responsibilities.

ARE YOU READY FOR MEDICARE PART D?

At the October TAHRA luncheon meeting, Amy Chambers from PriorityHealth gave a presentation on the upcoming changes to Medicare with the addition of Medicare Part D, a new outpatient prescription drug benefit, effective 1/1/06. The Centers for Medicare & Medicaid Services (CMS) is the federal government body that will oversee Part D. This new benefit will be 100% outsourced through contracting entities and is available to anyone who is eligible for benefits under Medicare Part A or enrolled in Medicare Part B, and who lives in the service area of a private prescription drug plan (PDP) or Medicare Advantage prescription drug plan (MA-PD). A PDP adds only drug benefits to regular Medicare coverage, while an MA-PD is a plan that combines medical coverage with drug benefits.

Employers had several opportunities to work with the federal government on prescription drug coverage, including federal subsidy for continuing to sponsor Medicare beneficiaries with prescription drug coverage, subsidizing Part D premiums for Medicare beneficiaries, or purchasing a group PDP plan.

Participation in Part D by Medicare beneficiaries will be voluntary, with premiums of approximately \$35 per month. Current Medicare beneficiaries will be able to enroll between 11/15/05 and 5/15/06, with open enrollment from 11/15 to 12/31 of each subsequent year. If they choose not to sign up during the initial enrollment period, their monthly premiums will carry a penalty of 1% of the premium for every month delayed. Exceptions to the penalty will be granted to anyone who is working or retired but currently have drug coverage that is considered “creditable coverage” under a group health plan.

If you sponsor a group health plan with any kind of prescription drug coverage to Medicare beneficiaries (employees, former employees, or dependents), you are required to annually disclose whether your plan is “creditable” or “non-creditable”, both to CMS and to Medicare beneficiaries. “[Creditable coverage](#)” is determined by whether the actuarial value of the coverage equals or exceeds the actuarial value of standard Medicare prescription drug coverage. This notification is due **by November 15, 2005** and by that date of each following year, as well as prior to an individual’s initial enrollment period; prior to a Medicare-eligible individual joining the plan; whenever prescription drug coverage ends or “creditable coverage” changes; or upon the request of a beneficiary.

If you would like more information, Ms. Chambers suggests you visit <http://www.medicare.gov/> or the following websites:

- Medicare Modernization Act & Prescription Drug Programs: <http://www.cms.hhs.gov/medicarerreform>
- Retiree Drug Subsidy: <http://rds.cms.hhs.gov>
- Creditable Coverage Disclosure Notices: <http://www.cms.hhs.gov/medicarerreform/Ccguidances.asp>

Join us at future TAHRA monthly meetings and workshops for informative sessions on other pertinent Human Resource-related subjects.

Carol Kasper
Secretary

TAHRA

TAHRA 2005-2006 Leadership Board

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Vice President	Karen Schultz, SPHR
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WE'RE ON THE WEB!
www.tahratc.org

Newsletter Articles

The TAHRA Newsletter is a bi-monthly publication. Members interested in submitting articles for the newsletter or for press releases should contact Laura Mitchell at lamitchell@waynewire.com. Deadlines for submission are the 10th day of the month. TAHRA encourages its members to submit articles, information, or successes they've had that they feel others may find interesting. TAHRA reserves the right to alter submissions for space purposes. If you would like to be removed from the newsletter mailing list, please email a reply letting us know.

November 8th TAHRA Program

HR Legal Update

Breakfast meeting with panel of Employment Law Attorneys to discuss the latest legal issues affecting HR professionals and answer your questions.

Waterfront Inn Conference Center
BREAKFAST MEETING
 7:30 am – 9:00 am

RSVP to Jeannette O'Neil by Wednesday, 11/2/05 at Jeannette.oneil@rjginc.co or 231-947-3111 x 117
 Guests welcome with a \$30 fee

December 13th TAHRA Program

TAHRA Member Roundtable

Information sharing and ideas from the State Conference in Bay City

Waterfront Inn Conference Center
LATE AFTERNOON MEETING
 3:00 pm – 6:00 pm

RSVP to Jeannette O'Neil by Wednesday, 11/2/05 at Jeannette.oneil@rjginc.co or 231-947-3111 x 117

TAHRA Members Only

The President's Corner

Let's Remember...

This fall has been especially beautiful and hopefully all of you have had time away from work to enjoy the season. TAHRA has had a great fall start with fantastic luncheon programs, new members, approved budget and CAP. Membership fees have been received from most of you, and that is appreciated. Last month's program was very informative and extremely current with the Medicare D compliance we all face this month. Our Co-Vice Presidents of Programming, Kate Greene and Jennifer Hull, with their committee member Jeannette O'Neil just keep on organizing relevant and valuable seminars. These luncheon seminars have become so important for all chapters that SHRM will be coming out with a new way for chapters to get their seminars accredited. At every State Council meeting, each chapter discusses programs that have been successful and what speakers are recommended for other chapters. As human resource professionals we are constantly under pressure to be current, to make sure our company is compliant, to have the latest and greatest for our employees, and to keep company costs for all this at a minimum.

That is why it is so important that once the program begins, we respect the reason why we are in attendance: to hear the speaker and to engage in the seminar. We have guests that attend every seminar, and they are there for a number of reasons. A few are thinking about joining TAHRA, a few are there to gain information from the seminar. Let's welcome these guests and extend respect to them, our fellow members, and our speaker.

Networking is another valuable reason for attending our monthly meetings, and we hope this will continue during the luncheon and before and after the meeting. Join us in December for our members-only meeting for a real opportunity to get to know your fellow TAHRA members better!

As we approach the holiday season, I wish you all the very best.

Happy Thanksgiving and Happy Holidays!

Patti Williams
President

